

Terms and Conditions

Last updated: 01/04/25

Welcome to Turn In Wellbeing. These Terms and Conditions govern your use of our website and services. By booking an appointment, using our site, services, or engaging with our practitioners, you agree to the terms set out below.

1. Services Provided

We offer a range of wellbeing and holistic services, including but not limited to:

- Nutritional Therapy
- Naturopathy
- Hypnotherapy
- Manual Therapy (massage, bodywork, etc.)
- Personal Training (PT)
- Dance Classes & Movement Therapy
- Workshops and Retreats
- Wellness Programmes
- Beauty therapy
- Holistic assessments

All services are provided by qualified practitioners, but they are **not a substitute for medical diagnosis or treatment**. You must consult your GP or specialist if you are unsure about your condition.

2. Client Responsibilities

- You are responsible for **providing accurate health information** prior to any treatment or programme.
 - You agree to **inform the practitioner of any changes** to your health or medications.
 - If you have a **pre-existing medical condition**, it is your responsibility to **seek medical clearance** before participating in physical or therapeutic activities.
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3. Contraindications & Ineligibility

If you present with any contraindications (outlined in our Health Screening Form or Terms of Booking), we reserve the right to:

- Refuse or delay treatment.

- Request a letter of medical clearance from your GP.
 - Cancel or reschedule the session (see cancellation fees below).
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4. Bookings & Cancellations

- Appointments **must be rescheduled at least 72 hours in advance**. Changes made **within 72 hours will result in the session being forfeited and/or may incur a fee**, depending on the service booked.
 - **No-shows** are automatically considered **forfeited**.
 - **Late Arrivals**: If the Client arrives late for an appointment, the session may be shortened, and the full session fee will still apply.
 - For programmes or packages, **all sessions must be used within the validity period**, which will be specified upon booking.
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5. Payment & Refunds

- Payment is due at the time of booking unless otherwise agreed.
 - **Packages are non-refundable once the first session (consultation) has been used.**
 - Refunds may be considered only in cases of **medical ineligibility** and must be supported by **evidence (e.g., a doctor's note)**.
 - A **£100 cancellation fee** will be deducted if treatment is cancelled due to health contraindications and the full programme may not be able to proceed.
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6. Disclaimer & Limitation of Liability

- Our services do not replace conventional medical treatment. We do not offer medical diagnoses, prescriptions, or guarantee outcomes.
 - Participation in physical or therapeutic sessions is **voluntary** and at your own risk.
 - We are not liable for injury, illness, or adverse reactions arising from participation in services, use of information provided on our website, or interactions with our team, information unless caused by proven negligence.
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7. Confidentiality & Data Protection

- All client information is handled in strict confidence.
- We comply with GDPR and will not share your personal data without consent, unless required by law or in emergencies.
- For full details, refer to our **Privacy Policy**.

8. Intellectual Property

- All content on our website (text, images, videos, documents) is owned by Turn In Wellbeing and protected by copyright laws.
 - You may not reproduce, distribute, or use content without prior written permission.
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9. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Continued use of the website or services indicates your acceptance of the updated terms.

10. Contact Us

If you have any questions about these Terms and Conditions, please contact:

Turn In Wellbeing

Email: support@turninwellbeing.com

Phone: +447823491267

Website: <https://turninwellbeing.com/>