

## Terms & conditions

1. All bookings are made through the 'Isosconnect' booking system. Any requests for appointments via social media, in person or through email enquiry are directed to the booking system and in the occasion a booking is made via email it is bound to the same Terms and Conditions.
2. The Voice Centre North East reserves the right to refuse further treatment of a client if any practitioner should feel threatened or unsafe. This is including but not limited to; violence, physical inappropriateness, harassment, disrespect or breaking of practitioner boundaries.
3. Any appointment cancelled or rescheduled within 48 hours of the time of commencement incurs the full fee of the appointment.
4. There are no refunds available. However, credit notes will be given for the full amount paid, and a reschedule of the appointment can occur within 6 months of the booked date. If you are within 48 hours of the appointment time, this does not apply. If a reschedule needs to be arranged within 48 hours, the full fee is still liable even with illness.
5. It is not the fault of The Voice Centre if a mutual time cannot be rescheduled for an unattended or cancelled appointment.
6. Voice Care Centre is not responsible for change in timbre, tone or quality of the voice as that is part of the Vocal Massage experience. If an undesired change is felt, the client should let the practitioner know straight away in the treatment room.

7. You will fill out a clinical assessment form at the start of your process. It is the client's sole responsibility to inform of any major medical changes should the appointments be spread over a 6 month period, after any given 6 month period you will be required to update your initial assessment information. An initial assessment must be booked prior to your vocal massage treatment, if you have not booked an initial assessment prior to your treatment, your treatment will be replaced with an initial assessment and you will not be entitled to a refund of difference in fees.
8. Anything said in the practice is non-medical advice, unless it is given by a medical professional. It is the sole responsibility of the client to follow up a 'red flag' with a qualified medical doctor.
9. If a practitioner is faced with a red flag, treatment may be refused and a referral made.
10. The practice is fully insured by BGi.UK with up to £5million in medical malpractice. We are insured for the following: Manual Therapy, Vocal Habilitation and Coaching.
11. The booking system adjusts to the timezone you are currently in. Please ensure that the booking is made in UK time and not another time zone. If your booking exists for a time that cannot be accommodated, there will be no refund or reschedule available.
12. If a practitioner is ill or faces unforeseen circumstances, and cannot attend the session, you will be emailed and a rescheduled appointment will be put in place. You can also request a refund. If the reschedule is made within 48 hours of the appointment, a refund will be issued

automatically. You can request to book another appointment in this case.

13. At The Voice Centre, we focus on you and your needs during your appointment and your practitioner appreciates the impacts of voice concerns and the impacts of living with Ehlers Danlos Syndrome and other longterm conditions. Rest assured we are here for you and create the type of space you need in the moment for you to be able to start your healing journey. This can mean that assessment times may overrun, so we kindly request that it is your responsibility to accurately ask for what you need in the treatment process.
14. By booking an appointment you are agreeing to these terms and conditions of our practice policy.