



Terms and Conditions

- *A confirmation email will be sent upon booking and a reminder email of your appointment day, date and time will be sent 72 hours prior.*
- *Appointments can be rescheduled at any time up to the cancellation policy.*
- *48 hour cancellation policy applies to all treatments. Refunds will not be provided if cancellation notice given after this.*
- *In the event of emergency situation after the 48 hours notice (bereavement or hospitalisation for example) please phone, message or email Sana Roho as exceptions may be made at the discretion of the business.*
- *First treatments require full completion of a consultation and consent form which must be returned prior to your appointment no less than 48 hours before your appointment. If your therapist notes any contraindications from your consultation form, this allows a full refund to be issued as it is within the designated time frame. If the form is returned later than the required notice, and your treatment is contraindicated, it is at the discretion of the business as to whether or not partial refund will be issued. This will be emailed to you upon booking. Please note your treatment may not proceed if incomplete/ completed incorrectly.*
- *It is the responsibility of you, The Client, to ensure you have completed your consultation form to the best of your knowledge. It is extremely important for me, The Therapist to have all necessary information to keep you safe and provide a suitable and safe treatment. No detail is irrelevant!! Please refrain from omitting details in a bid to find out if I can 'pick up' on something. Complementary therapies are not intended to have a psychic ability attached to them. It's a bit like sitting in front of your GP and not telling them what's wrong with you- they can't (and won't) pick a diagnosis out of thin air and then treat you (It's also a waste of your hard earned money!) I don't intend on this either. I want what's best for you, so please- full open disclosure. It's all confidential (same as the GP).*

GDPR

GDPR defines personal data as:

“Any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”

- Sana Roho is the Data Controller. Phorest Salon Software is the Data Processor.
- All appropriate personal data is held in strict confidence and in accordance with GDPR regulations.
- Client files are encrypted and locked away.

*Sana Roho at Cherryhill Chi,
The Cottage, Cherryhill, Ballyhyland, Portlaoise, Co. Laois. R32 K3CX
www.cherryhillchi.com
089 4354 778*



- Should you wish for your card details to be deleted from the software system, please apply in writing to Sana Roho, The Cottage, Cherryhill, Ballyhyland, Portlaoise, Co. Laois R32 K3CX
- Data Retention time frame:- As your records hold medical information, your records will be held in accordance with and as recommended by the medical field: **Adult:** eight years after last treatment or death. **Child or young person:** until the Client's 25th birthday, or 26th if the young person was 17 at the conclusion of treatment, or eight years after the Client's death.