**Terms & Conditions**

**1. Introduction**

Welcome to Serenite Wellness. By booking an appointment or using our services, you agree to the following terms and conditions. These policies are in place to ensure a smooth, professional, and respectful experience for all clients.

**2. Services**

Our practice offers wellness services such as reflexology, health coaching, foot care, cupping, and other holistic treatments. These services are **not a substitute for medical care**, and we do not diagnose, prescribe or treat medical conditions. Clients are encouraged to consult a healthcare professional for medical concerns.

**3. Appointments & Payments**

* Appointments must be booked in advance.
* Payment is due at the time of service unless otherwise specified.
* We accept Cash, Debit, Credit Card & e-transfer.
* Certain services may require a deposit at the time of booking.

**4. Cancellations & Rescheduling**

* We kindly ask for at least **24 hours’ notice** for cancellations or rescheduling.
* Cancellations made less than **24 hours** before the appointment may incur a fee.
* No-shows or same-day cancellations may result in a charge of **up to 100% of the service fee**.

**5. Health & Safety**

* Clients should disclose any medical conditions, injuries, or sensitivities before treatment.
* We maintain a clean, safe, and professional environment.
* If a client shows symptoms of illness, we may reschedule the appointment for safety reasons.

**6. Confidentiality & Privacy**

* We respect client confidentiality and never share personal information without consent
* Data may be shared and collected in compliance with legal requirements, if requested by authorities.

**7. Liability**

* Our services are intended for relaxation and wellness support, not medical treatment.
* We are not liable for any adverse reactions, injuries, or pre-existing conditions that may be affected by our services.
* Clients assume responsibility for their own well-being when engaging in holistic therapies.

**8. Code of Conduct**

* We expect mutual respect in all interactions.
* Inappropriate behavior may result in immediate termination of service without a refund.
* Clients must arrive on time for appointments to ensure the full benefit of their session.

**9. Changes to Policies**

We reserve the right to update or modify these terms and conditions at any time. Clients will be notified of significant changes.

**10. Contact Information**

For questions regarding these terms, please contact us at [info@serenitewellness.com](mailto:info@serenitewellness.com) or 519-257-9292.