

Customer Voucher Purchases, Event Bookings, Home Visits Terms and Conditions

1. Definitions

“Wellbeing in the Workplace” is the trading name for our business and is shown as an abbreviation; *WitW* throughout this document.

“Customer” means the authorised person/business purchasing Reward Gift Voucher(s) and / or any Wellbeing Services supplied by WitW.

“Wellbeing Personnel” mean all professional individuals representing Wellbeing in the Workplace.

“Services” means the services set out in Clause 2 of this agreement.

2. Services

2.1 Reward Gift Voucher Purchases, Events Bookings and / or Individual Home Appointments requests can be submitted 24 hours a day 7 days a week through our website at www.wellbeingworks.biz/ or between 9am and 5.30pm Monday to Friday by telephone and a response will be provided within 48 hours. Where bookings are not confirmed within 48 hours, contact WitW on **LoCall: 0845 475 6845** or **Email: info@wellbeingworks.biz**

2.2 For Event Bookings and Individual Home Appointments that are required immediately or in less than 48 hours, the Customer should contact the office by telephone in addition to filling in a booking request form on the website.

2.3 (i) WitW Personnel’s availability may vary and therefore sufficient notice is necessary to ensure all Customer requirements and expectations are met. Event bookings are available between 8am and 8pm, seven days a week, although night shift work carries a surcharge over and in addition to day services.

(ii) Individual Home Appointments booking request times will be confirmed by the appointed Therapist and if necessary they will arrange a mutually convenient time. Appointments may take place at another location provided by the Therapist, if preferred by the Customer and / or individual.

2.4 WitW will confirm purchases and / or bookings by email upon receipt of monies received and / or agreement of booking details which have been agreed between WitW and the Customer. Bookings are not confirmed until the Customer receives the booking confirmation email. If the Customer does not receive the booking confirmation email within 48 hours of the booking request, it is recommended that they immediately contact WitW office.

2.5 (i) The minimum Event booking call out period for any Service is 3 hours; exclusive of travel time both to and from the Customers location.

(ii) The minimum booking period for any Individual Home Appointment Service is one hour (60 minutes) exclusive of travel time both to and from the Customers location. For longer appointments, time can be purchased in either blocks of 30 minutes @£25 per 30 minutes block or 60 minutes @£50 per 60 minutes block in advance by calling WitW on **0845 475 6845**.

3. WitW Obligations

3.1 WitW acts as an agent to obtain Customers on behalf of WitW Personnel and provides bookings, administration and payment collection service only.

3.2 To the customer; WitW shall provide only fully qualified and insured WitW Personnel. Each Wellbeing Personnel is fully vetted and checked to ensure that they are able to practice and engage in their stated specialist areas. Copies of qualification and public liability/professional indemnity insurance certificates are available to the Customer upon request.

3.3 WitW has a strict code of ethical practice and each Wellbeing Personnel is required to abide by and agree to its rules and standards, although it is not possible for WitW to monitor or take responsibility for the day-to-day activities of its individual Wellbeing Personnel.

3.4. WitW commits to the Customer that Wellbeing Personnel shall provide Wellbeing Services and:

- a) Use reasonable care and attention
- b) Conduct themselves in a professional manner at all times
- c) Exercise proper professional skill and diligence in all aspects.

This shall be done whether carrying out a treatment, presenting a workshop, delivering a seminar, (as far as reasonably possible), in accordance with the information provided. The Wellbeing Personnel individual is responsible for the actual performance of their personal delivery of the Wellbeing Service.

4. Customer Obligations

4.1 (i) Corporate Events; a risk assessment will need to be carried out prior to work commencing.

(ii) Home Appointments; customers must provide the Therapist with a suitable environment to carry out the service including access to sufficient light, power point, hot water, reasonable working space to set up and everything that the Therapist may reasonably require in accordance to health and safety requirements.

4.2 The Customer warrants that they shall respectfully treat the Wellbeing Personnel in a fair, safe and lawful manner at all times.

4.3 Customers must provide the WitW office with accurate details for the booking including location address, email address and contact number(s), including any special requirements or known medical conditions with contraindications to be disclosed.

4.4 (i) It is recommended that one of the following Health Professionals: GP Doctor or Consultant is consulted prior to making a booking for anyone who has concerns about any pre/existing medical condition.

(ii) Where a Health Professional has not been consulted about a pre / existing medical condition prior to confirming a Home Appointment booking and the Wellbeing Personnel deems that person unsuitable for treatment after completion of a medical history questionnaire, there will be no entitlement to a refund.

4.5 Customers will be required to complete a medical history consultation at their first treatment and inform the Therapist of any medical history that may affect the treatment. Each recipient of a treatment will be asked to sign a disclaimer form for insurance purposes.

4.6 Parental permission must be obtained if there are any persons under 16 years old to be treated.

4.7 (i) Wellbeing Personnel reserve the right to; not carry out the service if he or she reasonably thinks it is in breach of health and safety regulations or they deem the customer unfit to receive a treatment.

(ii) If the customer is in any doubt as to whether they are unsuitable to receive the requested treatment they must raise this with WitW Office or the Wellbeing Therapist before they confirm their appointment.

4.8 The Customer must be ready to receive the service at the agreed start time. Delays of over 15 minutes shall incur an extra charge of £12.50 for each 15 minutes the appointment runs over, plus, Wellbeing Personnel is under no obligation to provide the full one hour treatment where the Customer causes the start time to be delayed. WitW will issue an invoice to the Customer with payment due immediately upon receipt.

4.9 Any further services required by the Customer are to be booked via the WitW Office.

5. Pricing and Payment

5.1 Standard fees:

(i) Corporate Events are diverse in requirements and therefore are quoted upon application, however in all cases; there is a minimum callout period of 3 hours applicable.

(ii) Home Visits are £50 for a one hour appointment.

5.2 Online bookings are payable by *PayPal* once a booking request is submitted and confirmed.

5.3 Payment can also be made by direct bank transfer or cheque upon request.

5.4 Corporate Event Bookings are confirmed upon receipt of a non-refundable 25% deposit, balance to be paid immediately upon completion of the event.

5.5 WitW collects payment on behalf of Wellbeing Personnel; no monies are to be paid direct to any Wellbeing Therapists.

5.6 All prices are exclusive of VAT unless otherwise stated.

6. Vouchers

6.1 Vouchers are non refundable and have a cash value of 0.0000001p. They are valid for 6 months from the date of issue. Cancellations made with 48 hours notice or more may be rescheduled.

6.2 Vouchers can be purchased online or by telephone and are available in denominations of £25 or £50.

Where a £25 voucher is used in part payment for a £50 treatment, the Customer will be charged the remaining amount when making their appointment.

6.3 The charge for postage and packaging of vouchers is £2.50 per order. There is no additional charge for E-Vouchers distributed by email.

6.4 All prices are exclusive of VAT unless otherwise stated.

7. Refunds & Cancellations

7.1 (i) You may cancel and / or reschedule your booking without charge at any time within 48 hours prior to the time scheduled for the event or home visit. Written notice of cancellation to WitW Office is required to officially cancel a booking.

(ii) To reschedule a home visit you must contact your therapist directly by telephone. Cancellations made with less than 48 hours notice will not be refunded.

(iii) Where a booking has been made using a voucher, WitW will re-validate the voucher for use at a future time, subject to cancellation received within 48 hours.

7.2 To claim a refund you must initially contact WitW Office by telephone on **0845 475 6845**.

7.3 Allowable reasons to claim a refund:

a) Event / appointment cancelled within required 48 hours notice period

b) Unable to book a home visit mutually suitable appointment time with a therapist in your area

c) The Wellbeing Therapist did not attend your confirmed appointment

d) The Wellbeing Therapist was more than 15 minutes late for your confirmed appointment and the appointment did not take place

If you wish to claim a refund for any other reason, contact WitW Office in writing within 7 days of the booking.

8. Complaints

8.1 In the unlikely event that any of our Customers have cause for complaint, all complaints should be made in writing and sent by post or email to WitW within 7 days of the event or appointment date. All complaints are taken with the utmost seriousness and will be investigated thoroughly. Wellbeing Personnel in breach of WitW Code of Conduct and Ethics are liable to suspension or expulsion.

9. Liability & Insurance

9.1 The Customer acknowledges that the Wellbeing Therapist remains self-employed and is an independent contractor, not an employee of WitW and that any liability as to the provision of a Massage is between an Individual and the Therapist.

9.2 WitW is not responsible for any act or omission of the Wellbeing Therapist or for any negligence on their part.

9.3 WitW shall have no liability to the Customer for any loss, damage, costs, expenses or other claims for compensation arising from the use of the Services by the Client, and the entire liability shall not exceed the amount of the charges for the provision of the Services.

10. Law

10.1 This Agreement shall be subject to English Law and the sole jurisdiction of the English Courts.