

Terms & Conditions

1. General

These Terms and Conditions apply to all treatments, training courses, products, services, and information provided by Calming Influences.

By booking a treatment, purchasing a course, or using any service provided by Calming Influences, you agree to these Terms and Conditions.

Calming Influences reserves the right to amend these Terms and Conditions at any time. The most current version will be available on request and, where applicable, on the website.

Treatment Terms and Conditions

2. Professional Disclaimer

Calming Influences does not diagnose medical conditions, prescribe medication, or claim to cure any illness or disease.

Reflexology, aromatherapy, massage, and other complementary therapies are intended to support wellbeing and relaxation and should not be considered a substitute for professional medical care.

Any information provided by Calming Influences, whether verbally, in writing, online, or during a treatment session, is for educational and informational purposes only and is not intended as medical advice, diagnosis, or treatment.

Clients are advised to consult an appropriate healthcare professional regarding any medical concerns. Calming Influences does not recommend discontinuing or altering any medical treatment, medication, or professional healthcare advice without first consulting the relevant healthcare provider.

3. Health Information

Clients are responsible for providing accurate and up-to-date information regarding their health, medical conditions, medications, and any changes to their circumstances that may affect treatment.

Calming Influences reserves the right to refuse or postpone treatment if it is considered unsuitable, unsafe, or outside the scope of practice.

4. Appointment Bookings

Appointments are confirmed once a booking has been accepted by Calming Influences.

Clients should arrive promptly for their appointment. Late arrival may result in a shortened treatment session to avoid impacting subsequent appointments. The full treatment fee will still apply.

5. Cancellation Policy

Appointments cancelled with more than 24 hours' notice may be rearranged without charge.

Appointments cancelled within 24 hours of the scheduled appointment time, or missed appointments, will be charged at 100% of the treatment fee.

Calming Influences may, at its sole discretion, waive cancellation charges in cases of illness, emergency, or other unavoidable circumstances.

6. Treatment Room Accessibility

The treatment room is located on the first floor and access is via stairs.

Clients who have mobility difficulties, problems using stairs, or any accessibility concerns should contact Calming Influences before booking or attending an appointment so that suitable arrangements can be discussed.

7. Client Weight Limits

Treatment equipment, including the massage couch and Lafuma chair, is subject to manufacturer weight limits.

Clients who exceed the safe operating weight limits of the equipment may be unable to receive treatment.

Any client weighing approximately 18 stone or above is requested to contact Calming Influences before booking so that suitability and safety can be discussed.

8. Liability

While every reasonable care is taken to ensure client safety and wellbeing, clients accept responsibility for informing the therapist of any relevant medical conditions, injuries, allergies, or concerns.

Calming Influences accepts no liability for any loss, damage, injury, or adverse reaction arising from incomplete, inaccurate, or withheld information provided by the client.

Training Course Terms and Conditions

9. Course Purchases

All course purchases are considered final once completed.

Refunds will only be considered if:

- Calming Influences is contacted within 24 hours of purchase, and
- No learning modules, downloadable resources, assessments, videos, or course materials have been accessed.

Where these conditions are met, a refund may be issued at the discretion of Calming Influences.

No refunds will be provided once course content has been accessed.

10. Course Access

Course access is granted solely to the individual purchaser unless otherwise stated.

Sharing login details, course materials, videos, handouts, assessments, or other resources with third parties is prohibited.

Calming Influences reserves the right to suspend or terminate access where unauthorised sharing or misuse is suspected.

11. Intellectual Property

All course materials, videos, manuals, presentations, downloads, assessments, website content, and supporting resources remain the intellectual property of Calming Influences unless otherwise stated.

Materials may not be copied, reproduced, distributed, recorded, sold, shared, or used for commercial purposes without prior written permission.

12. Course Completion and Certification

Certificates will only be issued where all course requirements, assessments, practical elements, and any accreditation requirements have been successfully completed.

Completion of a course does not guarantee professional insurance, membership, registration, or acceptance by any third-party organisation.

It is the learner's responsibility to ensure that any course meets the requirements of their insurer, professional association, employer, or regulatory body.

13. Learner Conduct

Calming Influences reserves the right to remove a learner from a course, webinar, tutorial, online community, or learning platform where behaviour is deemed abusive, disruptive, discriminatory, threatening, or inappropriate.

In such circumstances, no refund will be provided.

14. Technical Requirements

Learners are responsible for ensuring they have suitable equipment, internet access, software, and technical capability to access online learning materials.

Calming Influences cannot be held responsible for technical issues arising from a learner's own equipment, internet connection, or software.

15. Tutorial Room Accessibility

Although tutorials may be carried out via Zoom for those students attending Calming Influences, please note that the treatment room is located on the first floor and access is via stairs.

Students and clients who have mobility difficulties, problems using stairs, or any accessibility concerns should contact Calming Influences before booking or attending an appointment so that suitable arrangements can be discussed.

16. Client Weight Limits

Treatment equipment, including the massage couch and Lafuma chair, is subject to manufacturer weight limits.

Clients who exceed the safe operating weight limits of the equipment may be unable to receive treatment.

Any client weighing approximately 18 stone or above is requested to contact Calming Influences before booking so that suitability and safety can be discussed.

17. Liability

While every reasonable care is taken to ensure client safety and wellbeing, clients accept responsibility for informing the therapist of any relevant medical conditions, injuries, allergies, or concerns.

Calming Influences accepts no liability for any loss, damage, injury, or adverse reaction arising from incomplete, inaccurate, or withheld information provided by the client.

Testimonials

Testimonials published by Calming Influences are provided voluntarily by clients or learners.

Testimonials reflect individual experiences and should not be interpreted as guarantees of specific outcomes.

Where testimonials form part of a longer communication, minor edits may be made for clarity or length, without altering the intended meaning. Original testimonials are retained on file.

About Dr Jackie James

Training courses and treatments are provided by Dr Jackie James, who holds a Professional Doctorate in Health Science.

The title "Dr" refers to an academic doctorate qualification. Dr Jackie James is not a medical doctor and does not present herself as one.

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