

## Pure Flow Wellness – Terms & Conditions

### Welcome

At Pure Flow Wellness, our mission is to support your journey toward balance, vitality, and inner wellbeing through holistic treatments and nurturing care. By booking an appointment with us, you acknowledge and agree to the following terms and conditions, which ensure the best possible experience for you and all our clients.

### Services

Pure Flow Wellness offers a range of holistic treatments including:

- Colonic Hydrotherapy
- Reflexology
- Acupressure
- Tea Infusions
- Infrared Sauna
- Compression Therapy (Boots)

Each service is designed to complement your body's natural healing processes and enhance overall wellbeing.

### Bookings & Payments

- A **non-refundable booking fee** is required at the time of booking to secure your appointment.
- The booking fee will be applied toward your treatment cost on the day of your session.
- Appointments are confirmed once the booking fee has been received.

### Cancellations & No Shows

- We kindly request a **minimum of 24 hours' notice** for cancellations or rescheduling.
- **No-shows or cancellations made within 24 hours** of your scheduled appointment time will result in the **forfeiture of your booking fee**.
- We appreciate your understanding, as this policy allows us to accommodate other clients who may be waiting for an appointment.

## **Health & Wellbeing Disclaimer**

All treatments at Pure Flow Wellness are **complementary and holistic in nature**. They are **not intended to diagnose, treat, or replace medical care** provided by a qualified healthcare professional.

Clients are encouraged to consult their doctor or healthcare provider regarding any medical concerns before commencing treatment.

It is essential that you **disclose any relevant health conditions, medications, or symptoms** prior to your appointment, so we can tailor your treatment safely and appropriately.

## **Privacy & Confidentiality**

Pure Flow Wellness respects your privacy and is committed to protecting your personal information.

We collect personal and health information solely for the purpose of providing quality treatments and care.

All information shared with us is treated with **strict confidentiality** and will not be disclosed to any third party without your consent, except where required by law.

## **Your Experience**

Your comfort, privacy, and wellbeing are at the heart of every session.

Please arrive on time, stay hydrated, and allow yourself the space to relax and receive the full benefit of your treatment.

We are honoured to support you on your path to renewed vitality and balance.

## **Pure Flow Wellness**

Adelaide, South Australia

 *Holistic healing for body, mind & spirit.*