



**HEALING HUGS**  
Providing holistic touch therapy

## Terms & Conditions

- 1) The client verifies that they are at least 18 years of age and are therefore able to give consent
- 2) The client agrees to send a form of identification (a legible scan of either their passport or drivers licence will be acceptable) to their practitioner with their initial booking form. If ID is not provided, the practitioner reserves the right **not** to offer a session
- 3) There is a no refund policy if a client cancels their appointment within 24 hours of a session. If a client suddenly becomes unwell, they should instead contact the cuddle practitioner to reschedule the session
- 4) The practitioner has the right to cancel up to 24 hours before the session for any reason. If payment has already been taken, the practitioner will try to reschedule the session. If this cannot be done, the practitioner will offer a full payment refund
- 5) The client and practitioner both agree to reschedule a session if either party feels unwell. This includes having an open wound, a virus, a bacterial infection or any type of contagious illness
- 6) The client agrees to fully disclose any diagnoses or conditions that may affect their session to the practitioner
- 7) The client and practitioner both agree to be free from any mind-altering substances during sessions
- 8) The client and practitioner both agree to not break any criminal laws or regulations during sessions
- 9) Emails, phone calls, and text communications (including WhatsApp) between the practitioner and the client are to strictly discuss and confirm bookings only

- 10) The client and practitioner both agree to not pursue or encourage sexual arousal. If a client attempts to initiate sexual contact, the cuddle therapist has the right to ask the client to leave right away without receiving a refund of any kind.
- 11) The client is aware that both the living room and cuddle therapy room within the cuddle therapy residence contains a surveillance camera for the safety of both the cuddle practitioner and the client. This footage will never be viewed or shared with any party as long as illegal activity is not suspected.
- 12) The client and practitioner both agree to remain clothed the entire session. Minimum clothing of a T-Shirt and shorts appropriate for sportswear are required for both client and practitioner at all times. Undergarments do not constitute as sufficient clothing. If either party needs to change clothing this will be done in private and out of sight of the other party
- 13) The client and practitioner both agree to practice consent and attention to boundaries at all times during a session. The client and practitioner will communicate to find what is mutually comfortable for each other throughout each session
- 14) Cleanliness and hygiene must be practiced by both the client and practitioner. Showering, wearing clean clothes, and brushing your teeth are all a must before meeting. Aftershave and perfume must also be kept to a minimum
- 15) The practitioner agrees to uphold strict practitioner-client confidentiality. The client's information will never be shared with another party unless the practitioner receives written consent from the client to do so or if the practitioner has a legal requirement to do so
- 16) The client confirms their understanding that cuddle practitioners are touch therapists and therefore aren't expected to hold psychiatric or mental health training, which may be of greater benefit to some people

**Please note, no refunds or future bookings will be given to the client if any of the rules within the Terms & Conditions are broken**