

Our Policies

The Reflex Zone

Lori J. Breda, RP | thereflexzone@gmail.com | (267) 838-5819

Scheduling & Payments

Please call us directly at 267-838-5819 to schedule an appointment.

For new clients, the entire first session fee must be paid online in advance through a link sent via text or email in order to secure your appointment.

For returning clients, a \$25 non-refundable deposit is required to secure your appointment. You will receive a link via text or email to pay the deposit and, until it is received, your appointment time cannot be finalized. This deposit will be deducted from the total session cost at the time of service.

A travel fee will be assessed for locations beyond a 10-mile radius of the 15037 zip code as calculated by Google Maps as follows: 11 to 15 miles, add \$30; 16 to 20 miles, add \$40. This fee is separate from the session fee and is payable at the time of service.

Payment in full, minus any deposit, is due immediately upon conclusion of each session.

Cancellations

Your session times are reserved exclusively for you. Should you need to cancel or reschedule, please notify us by phone at least 24 hours in advance. Because we function as an on-demand service and have already committed resources to accommodate your scheduled session, we are obligated to compensate our staff for their time. For this reason, we ask that you honor your scheduled session times and respect our scheduling policies.

If the appointment is cancelled by the client 24 hours or more in advance, the deposit and/or pre-paid session fee will be refunded minus any administrative costs and/or credit card processing fees. If notice of less than 24 hours is given, \$25 will be retained as a late cancellation fee.

Arrival

The reflexologist will arrive 10 to 15 minutes prior to your session for set up of equipment and intake (for new clients) or discussion of any changes since the previous session (for returning clients). This time is separate from the 20-minute or 40-minute reflexology session and does not incur an additional fee.

A staff member always accompanies the reflexologist, primarily to help with equipment set-up and tear-down, and will remain in the room during the session to assist the practitioner as needed.

The client is expected to be ready for the scheduled appointment on time. If the client is running late, it is important to promptly communicate any delay with the reflexologist. Any delays may necessitate a deduction from the total session time, and no discount or refund will be issued for the shortened session. Clients who are not at the specified location at the designated appointment time and who have not given any prior notice will be charged in full for the missed session.

Any parking-associated costs are the client's responsibility. Make sure to provide us with parking information and, if possible, have a designated nearby spot for us to park. Please specify if it is a driveway, a street, a parking garage, or some other arrangement.

It will be necessary for the reflexologist and staff member to have a clear space available for set up of the chair and any other necessary equipment. We ask that you ensure adequate space for the session prior to our arrival at your location.

If you have a two-story home, setting up the equipment on the first floor is highly desirable. If this is not possible, please let us know ahead of time how many flights of stairs are involved.

Pets

While we truly love animals of all kinds, several of us suffer from severe allergies. For this reason, we kindly request that you keep your pets out of the room you have chosen for your session for the duration of your appointment.

I, (please print name) _____ have received, read, understood,
and agree to abide by the above policies of The Reflex Zone/Lori J. Breda.

Signature

Date