

Harmony in Sound

Clinic and Online Terms & Conditions

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1. Introduction

- These Terms & Conditions govern all services and purchases provided by **Harmony in Sound** located at The Willows, Willows Business Park, Pattenden Lane, Marden, Kent TN12 9QJ.
- By booking an appointment, attending a session or an event (in person or online), or placing an order through our website, you agree to these terms.

1.1 Definitions

- “Working days” means Monday to Friday, excluding UK bank holidays. Saturdays is not included.
- “Treatment” means any 1:1 appointment that does not fall under an event (see below).
- “Event” means any group session (private/corporate or public), workshop or class.
- “Package / Bundle” means a prepaid series of treatments or events.
- “Client” means the individual or company receiving the service, treatment, event or making the purchase.

2. Booking

2.1 Treatment Appointments

- Treatments can be booked online, by phone, or in person.
- A treatment booking is confirmed once a payment or deposit has been received.
- Clients are responsible for providing accurate contact details to ensure safe receipt of confirmations and reminders.

2.2 Events

- Events may be booked online, by phone, or in person.
- An booking is confirmed once a payment or deposit has been received.
- Clients are responsible for providing accurate contact details to ensure safe receipt of confirmations and reminders.

3. Cancellation, Amendments & Rescheduling

3.1 Treatment Appointments

- Cancellations or rescheduling of treatments must be made **at least 2 working days before the appointment date**, not including the day of the appointment.
- Cancellations after this period are non-refundable and cannot be moved.
- Repeated cancellations may require pre-payment for future bookings.
- For partially used packages, sessions already taken will be charged at the full single-treatment rate, and remaining funds refunded.
- Harmony in Sound may cancel appointments for safety or operational reasons. This includes but not limited to technical issues, behavioural issues,

intoxication, disruptive behaviour, or contraindications. Notice will be given at least 2 working days before the appointment where possible.

- In the event of a last minute cancellation outside of our control, an alternative appointment will be offered with our apologies. No refunds will be offered.
- If you are asked to leave a treatment for any of the above reasons, no refund will be issued, and future bookings may be cancelled.

3.2 Events

- Cancellation or rescheduling must be made at least **14 working days before the event date**, not including the day of the event.
- Cancellations made after this period will receive no refunds and cannot be moved.
- Repeated cancellations may require pre-payment for future bookings.
- For partially used event packages, sessions already attended will be charged at the full single-event rate, and remaining funds refunded.
- Harmony in Sound may cancel events for safety reasons, behavioural issues, intoxication, disruptive behaviour, contraindications, or if minimum numbers are not met.
- If you are asked to leave an event for any of the above reasons, no refund will be issued and future bookings may be cancelled.

3.2.1 Amendments to Event bookings

- Tickets can be transferred to another person up to **5 working days before** the event date, not including the day of the event.
- Transfers will incur a **20% admin fee**, based on the full ticket price, before any deductions, offers, points etc have been discounted.
- The transfer fee must be made in full at the time of the amendment.

4. Late Arrivals

We understand that life gets in the way sometimes and we will do our best to accommodate you where we can, without compromising the experience for others.

4.1 Treatment Appointments

- Sessions will end at the scheduled time regardless of late arrival.
- If insufficient time remains to complete the treatment, the appointment will be classified as cancelled without notice and no refund will be issued.
- If more than 15 minutes late, the appointment may be treated as a no-show.

4.2 Events

- Late entry may not be permitted as it disrupts the experience for others, unless previously agreed by telephone or email.
- For safety and to maintain the therapeutic environment, **no entry is permitted once an event has begun**.
- If entry is refused due to late arrival, the booking is treated as a cancellation without notice, and no refund is issued.

4.3 Non-Attendance / General

- Missed Treatments or Events outside of the required notice period, are charged at the full rate.

5. Online Orders

- All orders are subject to availability.
- If an item is out of stock after purchase it will be dispatched once re-stocked.
- Delivery times are estimates and may vary.
- Damaged or incorrect items must be **reported within 3 days of receipt**, with photographic evidence.

5.1 Returns for Physical Products

5.1.2 Faulty products

- Under the Consumer Contracts Regulations, return requests must be made **within 14 days** of receipt by emailing enquiries@harmonyinsound.co.uk. Returned items must be **in their original packaging**.
- If an opened item becomes faulty, **photographic or video evidence** will usually be required for investigation prior to returning the item.
- To comply with the Consumer Rights Act 2015, customers may be asked to complete **reasonable troubleshooting steps** so we can verify whether a fault is present. If troubleshooting is refused and we are unable to confirm a fault, we cannot process the return under **faulty-goods** provisions.
- Items exempt from returns under UK law (e.g., personalised items, certain hygiene-sealed goods) will be clearly identified on the product page.

5.1.3 Change of Mind

- Change-of-mind returns apply only to **online purchases** under the Consumer Contracts Regulations 2013.
- Return requests must be made **within 14 days** of receipt by emailing enquiries@harmonyinsound.co.uk.
- Returned items must be **unused, unopened, and in their original packaging**, with any hygiene seals fully intact. Where seals are broken, the right to cancel does not apply and the return cannot be accepted.
- Customers have **14 days from the date of cancellation** to return the item.
- Refunds will be made **net of delivery** cost and return postage for change-of-mind returns is the customer's responsibility.
- Where a card was used to purchase the item, the refund will be **net of the card transaction fee**, as this cannot be reclaimed.
- Harmony in Sound reserves the right to deduct an appropriate amount if the item shows **signs of use**.

6. Client Responsibilities

- Clients must provide accurate and up-to-date health information.

- Clients must disclose conditions such as pregnancy, epilepsy, metal implants, pacemakers, sound sensitivity, or any condition that may affect treatment safety.
- Some treatments and events may not be suitable for certain medical conditions. Harmony in Sound may decline or adapt treatment for safety.
- Harmony in Sound's services are complementary and **not a substitute for medical care**.
- Harmony in Sound does not diagnose or treat medical conditions.
- Results vary and are not guaranteed.
- Clients must follow aftercare guidance.
- Imagery may be captured during events for marketing purposes. If you do not wish to appear in any imagery, please inform the practitioner before the session begins.

7. Practitioner Responsibilities

- Services will be provided with reasonable skill, care, and professionalism.
- Practitioners may decline or stop a treatment if it is unsafe or inappropriate.
- Practitioners may refer clients to another professional where necessary.
- Harmony in Sound reserves the right to refuse service in cases of inappropriate, unsafe, or disruptive behaviour, including intoxication.

8. Liability

- Harmony in Sound is not liable for loss, damage, or injury arising from:
- Failure to follow aftercare advice
- Withholding relevant health information
- Misuse of products
- Liability is capped at the cost of the service or product purchased.
- No guarantee of specific outcomes is made.
- Complementary therapies are not diagnostic.
- Nothing in these terms affects statutory consumer rights.

9. Data Protection (GDPR)

- Personal data is collected and stored in accordance with UK GDPR.
- Data is processed under the lawful bases of **contract** and **legitimate interest**.
- Data is retained for **5 years** for insurance and legal purposes.
- Data is shared only with our service providers (not limited to our website agent, booking system, insurance company and payment provider).
- Clients may request access, correction, or deletion of their data by emailing enquiries@harmonyinsound.co.uk

10. Complaints

- Concerns must be raised within **7 working days** of the treatment or event.
- Complaints will be acknowledged within **5 working days** and investigated promptly.
- A full response will normally be provided within **28 days**.

11. Changes to These Terms and Conditions

- Terms may be updated periodically.
- The version in effect at the time of booking or purchase applies.
- The date of issue appears in Section 14.

12. Force Majeure

- Harmony in Sound is not liable for cancellations or delays caused by events outside our control, including illness, extreme weather, power outages, building issues, or national emergencies. In such cases, sessions will be rescheduled but refunds may not be offered.

13. Contact

Harmony in Sound
The Willows, Room 2, 1st Floor
Willows Business Park
Pattenden Lane
Marden, Kent
TN12 9QJ
Tel: 01622 234400
Email: enquiries@harmonyinsound.co.uk

14. Terms and Conditions – Date of Issue

- These Terms & Conditions are effective from **29 July 2026**.