

NURTURING CHANGE

WITH ESTELLE LOUISE BALFOUR



TERMS AND CONDITIONS



Terms & conditions of booking.

Phone calls for booking and cancellations.

As stated in the terms and conditions on the website, at least 72 hours is kindly requested for cancellations or alterations to appointments ideally this is done with a phone call.

Text and emails for booking and cancellations.

Text or email is also welcomed when more than 72 hours notice is given, prior to appointment.

No Shows or last minute cancellations.

Full payment is required for no shows or last minute cancellations (less than 72 hours notice).

Payment for services

Cash, debit card, visa, master card or bank transfer are accepted.

Privacy policy for personal details and medical history.

Confidentiality is a high priority and In line with the GDPR, all information or data gathered by Estelle Balfour, is never shared, sold or forwarded to anyone else.

All medical history and notes are always locked away or password protected if on a digital device. You have the right to view your information at anytime, at your request.

Documents are disposed of via a secure facility after twelve months of your last visit. You can request they are disposed of before the twelve months in writing to the business address.

Please find details of the data controller towards the end of this document.

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Additional Information.

We reserve the right to amend any information, including but not limited to prices, technical specifications and product offerings without prior notice. In using Nurturing Change website you are consenting to all their policies and data collection. If you require further details please contact Nurturing Change in writing to their stated address below.

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In collecting information about visits to the Site, we may use "cookies" to identify visitors to the Site and to build up a demographic profile. A cookie is a small piece of text that attaches to your hard drive (but does not access your hard drive) and from which it can store and sometimes track information on how you make use of a web site. Most browsers will automatically accept a cookie but it is possible to set your browser to notify you prior to it being sent and at which point you can accept or reject it. We may provide hyperlinks from the Site to websites of third parties. Please note that this privacy statement applies only to the contents of the Site and not to those web sites to which we may provide a link.

Are cookies safe?

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Accessibility

This website has been designed to be as accessible to as wide a range of people as possible. This has involved some additional features designed to aid those with visual or physical disabilities to access the site more easily. To meet this commitment, Nurturing Change adheres as closely as possible to both the Web Accessibility Guidelines (published by the World Wide Web Consortium W3C group) and to the UK Government's guidelines in its The Equality Act (2010).

Navigation

The site also includes a site-search facility, at the top of every page.

Appearance

This site has been developed in a manner which allows visually impaired users to navigate and experience its content, without layout restrictions. Some visitors may find it necessary to increase or decrease the size of the screen text. This may change the layout of the website.

Contact us

If you have any questions or further suggestions about this site's accessibility, please get in touch, so that we may continue to strive to improve the experience for all visitors.

Please email us at: estelleb@nurturingchange.co.uk

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Email: estelleb@nurturingchange.co.uk or unsubscribe at any time by locating the unsubscribe or preferences button at the footer of the email. From there you can unsubscribe, alternatively contact our Data Controller below.

Subscribers or visitors have the right to lodge a complaint with a supervisory authority.

Data Controller Information.

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