



TERMS AND CONDITIONS

Genies Touch Terms and Conditions

Effective Date: 9 June 2026

1. Introduction

These Terms and Conditions govern all services supplied by Genies Touch.

By booking any service, you agree to be bound by these Terms.

2. Services

Genies Touch provides:

- Beauty treatments
- Massage therapy
- Wellness services
- Mobile beauty and wellness services
- Home visit services where agreed

Services are subject to availability.

3. Eligibility

Clients must:

- Be at least 18 years old; or
- Have parental/guardian consent where legally permitted.

4. Bookings

Appointments are confirmed only upon acceptance by Genies Touch.

We reserve the right to decline bookings at our discretion where necessary for safety, operational, or professional reasons.

5. Deposits

A deposit may be required for:

- New customers
- High-value bookings
- Extended appointments
- Home visit appointments

Deposits are non-refundable where cancellation occurs within the cancellation period.

6. Cancellation Policy

Clients must provide at least **24 hours' notice** for cancellations or rescheduling.

Failure to provide adequate notice may result in:

- Loss of deposit
- Cancellation fees
- Requirement for advance payment on future bookings

7. Late Arrivals

Late arrival may result in:

- Reduced treatment time
- Full service charge remaining payable

Where delays significantly impact scheduling, appointments may be cancelled.

8. Health Declarations

Clients must disclose any condition that could affect treatment.

Genies Touch reserves the right to refuse or modify treatment where:

- Safety concerns arise
- Contraindications exist
- Required information has not been disclosed

9. Home Visits

Where services are provided at a customer's property:

- Safe access must be provided
- The environment must be hygienic and safe
- Any hazards must be disclosed

Additional travel or home-visit charges may apply.

10. Property Access and Alarm Codes

Where access credentials are provided:

- Information will be used solely for service delivery
- Confidentiality will be maintained
- Access information will not be shared except where required for operational purposes

Clients remain responsible for ensuring accurate instructions are provided.

11. Professional Conduct

Genies Touch maintains a zero-tolerance policy regarding:

- Abuse
- Harassment
- Threatening behaviour
- Discrimination

Services may be terminated immediately if such conduct occurs.

12. Payment

Payment terms will be confirmed at booking.

Accepted payments may include:

- Bank transfer
- Card payment
- Other approved methods

Outstanding invoices must be paid within the stated payment period.

13. Refunds

Refunds will be considered in accordance with applicable consumer protection laws.

Refunds will not normally be provided where:

- Services have been fully delivered
- Results vary due to individual circumstances
- Client instructions were inaccurate or incomplete

Nothing in these Terms limits statutory consumer rights.

14. Liability

Nothing in these Terms excludes liability for:

- Death or personal injury caused by negligence
- Fraud
- Any liability that cannot legally be excluded

Subject to the above:

- Liability shall be limited to the amount paid for the service giving rise to the claim.
- Genies Touch shall not be liable for indirect or consequential losses.

15. Confidentiality

All customer information is treated confidentially and handled in accordance with our Privacy Policy.

16. Intellectual Property

All content appearing on www.geniestouch.co.uk, including text, branding, logos, images, and designs, remains the property of Genies Touch unless otherwise stated.

17. Force Majeure

Genies Touch shall not be liable for delays or failure to perform caused by circumstances beyond reasonable control including:

- Extreme weather
- Transport disruption
- Illness
- Government restrictions
- Utility failures

18. Complaints

Complaints should be submitted to:

empresstgenie@icloud.com

We aim to acknowledge complaints within 5 working days.

19. Governing Law

These Terms are governed by the laws of England and Wales.

Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

For a luxury wellness brand, I would also recommend adding:

1. A separate Cookie Policy.
2. Website Terms of Use.
3. Client Consultation & Consent Form.
4. Home Visit Security Agreement.
5. Treatment Contraindication Waiver.

These documents create a more complete and professional legal framework for a premium service business.