

How Our Gift Vouchers Work

When you purchase a therapy gift voucher through our website, you are purchasing a voucher that can be redeemed for a therapy session **provided by an independent, self-employed therapist** who practises from our premises.

We act as an **introducer and booking agent only**. The therapy service itself is provided by the therapist you choose, and your contract for therapy is directly with that therapist.

We collect payment for the voucher on the therapist's behalf and pass the treatment fee to the therapist once the session has taken place.

Important Information

- Therapists using our rooms are independent practitioners and are not our employees
- Each therapist is responsible for their own professional qualifications, insurance, and clinical practice
- Therapy sessions are subject to the individual therapist's availability and suitability assessment

2. Gift Voucher Terms & Conditions

2.1 Definitions

- **"We / Us / Our"** refers to Tillow Barn Health & Wellbeing, a therapy room hire and booking facilitation service
- **"Therapist"** refers to an independent, self-employed practitioner who hires a room from us
- **"Client"** refers to the person redeeming the gift voucher
- **"Voucher Purchaser"** refers to the person who buys the gift voucher

2.2 Our Role

We act solely as an **agent** in facilitating the sale of gift vouchers and the booking of therapy sessions. We do not provide therapy services ourselves.

The contract for the provision of therapy services is formed **directly between the Client and the Therapist**.

2.3 Purchasing a Gift Voucher

- Gift vouchers are sold for a stated monetary value or for a specific therapy session, as described at the point of purchase
- Payment is taken by us on behalf of the Therapist

- A confirmation email will be sent to the Voucher Purchaser after payment is received
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2.4 Redeeming a Gift Voucher

- Vouchers must be redeemed by booking directly with the Therapist
 - All therapy sessions are subject to the Therapist's availability
 - The Therapist may need to carry out an initial suitability assessment before confirming the appointment
 - A Therapist may refuse to provide treatment if it is not clinically appropriate, in which case alternative options will be discussed
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2.5 Expiry

- Gift vouchers are valid for **24 months** from the date of purchase unless otherwise stated
 - Vouchers cannot be redeemed after their expiry date
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2.6 Cancellations & Rescheduling

- Cancellation and rescheduling policies are determined by the individual Therapist
 - Late cancellations or non-attendance may result in the voucher being deemed redeemed
 - Clients should contact the Therapist directly regarding appointment changes
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2.7 Refunds

- Gift vouchers are non-refundable once redeemed
 - If a therapy session cannot take place due to Therapist unavailability, we will assist in arranging an alternative Therapist or, where appropriate, a refund
 - Nothing in these terms affects your statutory rights under UK consumer law
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2.8 Therapist Responsibility

Each Therapist is:

- Independently self-employed
 - Responsible for their own professional conduct
 - Responsible for maintaining appropriate professional indemnity insurance
 - Solely responsible for the therapy services they provide
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2.9 Our Liability

To the fullest extent permitted by law:

- We are not responsible for the quality or outcome of therapy services provided by Therapists
- We do not accept liability for any acts or omissions of Therapists

Nothing in these terms limits or excludes liability that cannot legally be limited or excluded.

2.10 Complaints

- Complaints relating to therapy services should be raised directly with the Therapist
 - Complaints relating to voucher purchase or booking administration should be raised with us
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2.11 Changes to Therapists

If a Therapist ceases to practise from our premises:

- We will make reasonable efforts to offer an alternative Therapist
 - If this is not possible, an appropriate refund will be offered for the unused voucher value
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2.12 Governing Law

These terms are governed by the laws of **England and Wales**, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.