



CONNECTION AND SERVICE POLICY

Shelki is an Alternative Holistic Health Service offering tantric massage, energy work, meditation, mindfulness, embodiment practices, and coaching.

Making an Appointment: Shelki sessions are by appointment only with contact via website www.shelki.com or text 07503767172 or email info@shelki.com. Please do not arrive onsite without a booking. During business hours, Shelki will endeavour to reply to calls and emails as soon as possible.

Hours of Operations: Shelki sessions are by appointment only, and open Monday to Friday from 10am till 6pm. Shelki is also open one weekend a month- please email for details info@shelki.com.

Arrival to Massage Session: Please arrive for your appointment no more than 10 minutes before the scheduled starting time.

Late Arrival: All sessions have a specific start time, and if you are late, your session may be shortened to keep on schedule, and the original treatment time may still be charged. If time allows, Shelki may accommodate a partial or complete appointment. This will be at the discretion of Shelki, and the original session fee may be charged.

Cancellation Policy: Shelki session times are reserved exclusively for the client.

- “No shows,” where there has been no prior notification of cancellation, will be charged full payment for the session.
- Cancellations within 24 hours of the session will be charged a full payment for the session
- Three-hour sessions require an £80 non-refundable deposit no later than five days before the session.
- If Shelki cancels your session due to unforeseen circumstances, you will receive a full refund or transfer of the session.

Refunds - there is a no refund policy for this service

Facilities & Parking – There is onsite parking which clients use at their own risk.

Confidentiality: Shelki treats all sessions as confidential. As such, your details will not be discussed with anyone outside of Shelki without your express permission.

Personal Possessions – all items brought to the session are done at your own risk, and Shelki is not responsible for your property.

Mobile Phones – phones are not allowed in the massage area unless turned off or with agreement.

Personal Hygiene: Shelki expects all clients to arrive at the session with good personal hygiene. If this good hygiene is not evident, Shelki has the right to refuse to conduct the session.

Behaviour: If a behaviour is deemed inappropriate, the massage will be terminated with immediate effect and any refund given at the discretion of Shelki.

Complaints: If you are dissatisfied with any aspect of the service of Shelki, please email info@shelki.com to voice your complaint, and Shelki will do its best to resolve it with 48 hours.

April 2021