3. Terms, Client Contract and Waiver

These terms form the agreement between you (the client) and Mary Jane Orajekwe trading as Sweet Cuddles with Macjay ("I", "me"). They also appear on my website. By booking you confirm you are 18+ and accept them.

Part A: Booking terms

1. The service Clothed, platonic cuddle and touch therapy at your home or another agreed address anywhere in the UK. Not medical care. Cuddle therapy is a holistic wellbeing service. It is not medical treatment, physiotherapy, massage, counselling or psychotherapy, and it does not replace advice from your GP or other health professional.

2. Sessions and prices A new client's first session lasts at least 3 hours and includes a consultation and consent discussion. Standard sessions last 1 hour. Prices (£45 per hour): First session for new clients (minimum 3 hours, includes consultation): £135 | Standard session (1 hour): £45 | Longer sessions: £45 per hour | Deposit: [DEPOSIT, if any] | Travel: no travel costs within Cambridge; outside Cambridge, travel as quoted. The price confirmed at booking applies.

3. Travel costs Travel costs. I am a mobile practitioner and come to you anywhere in the UK. On top of the session fee, you pay my travel costs from my base in Cambridge: [RATE] per mile by car (plus parking, tolls or congestion/ULEZ charges), or the actual cost of standard-class public transport. Journeys over [X] hours each way may include travel time at [RATE] per hour, and an overnight stay (if needed) at cost. Travel costs are quoted and agreed in writing before booking, are paid with the deposit, and are non-refundable once tickets are bought. Exception: there are no travel costs for sessions within Cambridge.

4. Payment A booking is confirmed when the deposit of [DEPOSIT, if any] and the agreed travel costs are received. Payment for each session is due in full before the session starts, by [PAYMENT METHODS].

5. Cancellations and postponements Please give at least [48] hours' notice. Cancel or postpone by email or text: the time stamp of your message counts. Cancellations with less notice, or no-shows, are non-refundable, including travel costs already spent. You may postpone once with full notice at no charge. If I arrive and the session cannot go ahead because of intoxication or unsafe conditions, the full fee and travel costs are payable. If I have to cancel, you get a full refund or a new date of your choice.

6. Lateness If you are not ready at the booked time, the session still ends at the agreed time and the full fee is payable. If I am delayed by travel, I will tell you as soon as possible and you will receive the full session time or a pro-rata refund.

7. Your home Please provide a clean, warm, private space with somewhere comfortable to sit or lie down (bed, sofa or rug), keep pets out of the room, and tell me in advance who else will be at home.

8. Complaints If you are unhappy, please tell me using the Client Complaint Form (form 5). You may also contact Cuddle Professionals International, my accrediting body.

9. Data Your data (UK GDPR). Sweet Cuddles with Macjay (Mary Jane Orajekwe, sole trader) is the data controller. I collect only the information needed to give you safe sessions. Health information is special category data and I only record it with your explicit consent. Forms and notes are stored securely (locked/password-protected), never sold, and only shared if the law requires it or there is a serious risk to someone's safety. Records are kept for [RETENTION PERIOD, e.g. 6 years after our last session; confirm with insurer] and then securely destroyed. You can ask to see, correct or delete your data, or withdraw consent, by

emailing hello@sweetcuddleswithmacjay.co.uk. You can complain to the Information Commissioner's Office (ico.org.uk).

10. New-client screening ID checks and your privacy (UK GDPR). Every new client must provide proof of identity (valid photo ID: passport, photo driving licence or other government-issued photo ID) and proof of address (for example a utility bill, council tax bill or bank statement dated within the last 3 months). After payment, we have a 15-minute video intro call before your first session; it is not recorded. I check your documents only to keep both of us safe. You can show them on the video call, or send copies through [SECURE METHOD, e.g. password-protected email attachment or encrypted upload]. Any copies are stored password-protected and encrypted, seen only by me, and never shared, except with the police if my safety is at risk or the law requires it. Once checked, I keep only a short note (your name, document types, the date checked and that the address matched) and securely delete any copies within [7] days of your first session. The lawful basis is legitimate interests (safety). If your ID or address cannot be verified, or either of us decides not to go ahead after the video call, you get a full refund.

Part B: Legal disclaimer and session rules

- Cuddle therapy is not a substitute for proper medical consultation for physical, mental or psychological illness and may not be suitable for everyone. It is not suitable for people with major psychiatric disorders. If in doubt, consult your GP or medical professional.
- By taking part you accept responsibility for your own physical and mental fitness and confirm you are able to take part safely.
- If you are seeing a doctor or therapist about emotional issues, please check with them before booking. If you are seeing a doctor or therapist for emotional issues, or taking medication for an emotional disorder, you must tell me before the session.
- Tell me if you feel emotionally or physically uncomfortable or concerned at any time.
- No alcohol or illegal drugs.
- Sexual intimacy or sexual touching is not allowed. Anyone asking for, offering or suggesting it, verbally or non-verbally, will be asked to stop and the session will end with no refund. No kissing on the lips.
- You can change position or stop at any time, as often as you want.
- Please be aware of hygiene and body odours, and avoid strong perfume, aftershave or body lotions.
- Wear loose indoor clothing or pyjamas. Think comfort. No shorts or tank tops, please. Clothing stays on the whole time.
- No photographs or recordings without my written agreement.
- Ask me any questions, or for help, at any time. Tears and laughter are normal and welcome.
- I will refuse, or leave, any session where these rules are broken.

Part C: Contractual agreement (please initial each)

Initials _____ Confidentiality: no specific information about me will be shared outside this agreement unless I give written or email permission, or the law or a safeguarding duty requires it. This covers sessions, emails, texts and calls.

Initials _____ Sessions are NOT sexual. All touch, given and received, is professional and non-sexual: touch that would be acceptable with a child. Touch is never over areas a swimsuit would cover.

Initials _____ Both of us stay fully clothed and hands stay outside clothing at all times. Any change of clothing is done in private, out of sight.

Initials _____ I am 18 or older.

Initials _____ Both of us will be clean: showered, teeth brushed, freshly laundered clothes, and no (or minimal) perfume or aftershave.

Initials _____ Before my first session I will provide valid photo ID and proof of address and complete a 15-minute video intro call after payment. Any copies are stored securely, shared only with the police if safety is at risk or the law requires it, and deleted within [7] days of my first session. Safety measures are in place to ensure the practitioner's safety while delivering every session.

Initials _____ If Mary Jane considers any of my actions inappropriate, unprofessional or a risk to her safety, she may end the session immediately, without warning or refund.

Initials _____ Payment is made before the session starts.

Initials _____ Any photos or video, and their purpose, must be agreed in writing before the session (see form 13) and not used for anything else.

Initials _____ Mary Jane is not responsible for loss of my property, except where caused by her negligence.

Initials _____ Mary Jane may refuse service to anyone.

Waiver and liability

I take part voluntarily and will tell Mary Jane promptly about any discomfort, injury or health change. She is not responsible for problems arising from a condition or injury I did not tell her about. Mary Jane holds professional and public liability insurance [INSURER, e.g. CPI members' liability policy / POLICY NO.]. Nothing in this agreement limits liability that cannot be limited under UK law, including for death or personal injury caused by negligence, or my statutory consumer rights. These terms are governed by the law of England and Wales.

I recognise that this is a contract. I have read it carefully and agree to all of the statements above. I sign it of my own free will.

Client signature: _____ Print name: _____ Date: ____/____/_____

Practitioner (Mary Jane Orajekwe) signature: _____ Print name: _____ Date: ____/____/_____