SWEET CUDDLES WITH MACJAY

Booking, Payment & Cancellation Policy

Client-facing. Items in [brackets] are suggested defaults for Mary Jane to confirm.

Prices

- **£45 per hour.**
- **First session for new clients:** at least 3 hours, £135. It includes the consultation and consent conversation.
- **Returning clients:** 1 hour minimum, £45 per hour.
- **Travel:** no travel costs within Cambridge. Outside Cambridge you pay my travel from Cambridge ([RATE] per mile or standard-class public transport), quoted in writing before you book.

How booking works for new clients

1. Send an enquiry (website form, email hello@sweetcuddleswithmacjay.co.uk, or call/WhatsApp 07818809731).
2. Complete the short Enquiry & Screening Form.
3. I confirm the date, time and any travel cost. You pay to book: the first session (£135) plus any travel [OR a deposit of £[45] with the balance due 48 hours before].
4. You provide photo ID and proof of address (dated within the last 3 months).
5. We have a 15-minute video intro call (not recorded).
6. Your first session goes ahead.

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.

Safety measures are in place to ensure the practitioner's safety while delivering every session.

ID documents and your privacy (UK GDPR)

- I check your ID and proof of address only for safety (UK GDPR lawful basis: legitimate interests).
- You can show them on our video intro call, or send copies through [SECURE METHOD]. Please do not send them through social media messages.
- Any copies are stored password-protected and encrypted, seen only by me, and never shared, except with the police if safety is at risk or the law requires it.
- Copies are securely deleted within [7] days of your first session (or straight away if we do not go ahead). I keep only a short note: your name, the document types, the date checked and that the address matched.
- You can ask what I hold, or ask me to delete it, at any time: hello@sweetcuddleswithmacjay.co.uk. You can complain to the ICO at ico.org.uk.

Cancellations by you

When you cancel or move a session	What happens
More than [48] hours before	Full refund, or move the session for free
Less than [48] hours before	[50%] of the session fee is kept, plus any travel already

	bought
No-show, or session cannot start (for example alcohol, drugs or unsafe conditions)	Full fee and travel kept
Ending early because a boundary was crossed	Full fee and travel kept

Cancellations by me

If I have to cancel (illness, emergency, travel disruption or a safety concern), you choose a full refund or a new date. If I am late, you get your full time or a pro-rata refund.

Lateness

If you are not ready at the booked time, the session still ends at the agreed time and the full fee is payable.

Payment methods

[PAYMENT METHODS, e.g. bank transfer or card link]. Receipts are given for every payment.