

# Practice & Booking Policy

CHEMIN HOLISTIQUE



## Booking Requests

### Online Booking

Appointments can be requested through the online booking form:

[www.cheminholistique.com/book-online](http://www.cheminholistique.com/book-online)

Online booking requests close **24 hours before the appointment time.**

All bookings are reviewed manually. **Your appointment is not confirmed until you receive a confirmation email.** You will also receive a reminder closer to your appointment time.

For same-day or short-notice enquiries, please **contact me directly by email or text message.** I may not always be able to offer short-notice appointments, but I will reply as soon as I can.

### Booking by Email or Text Message

If you have any questions before booking, or experience difficulty using the online booking system, you are welcome to **contact me directly by email or text message.**

I can arrange your booking manually and send you a confirmation email.

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# Payment

## In-person Sessions

*(Shiatsu, acupuncture, and Chinese herbal medicine consultations)*

Payment for in-person sessions is made **at the beginning of the session** by:

- cash
- card
- bank transfer

(Otherwise I may forget later.)

## Online consultations

*(Chinese herbal medicine consultations only)*

Online consultations require **full payment in advance** to secure your appointment time.

After you send a booking request through my website, I will email you **a secure payment link**.

Once payment is received, your appointment will be confirmed by email.

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# Cancellations & Rescheduling

You can change, cancel, or reschedule your appointment **online up to 24 hours before your appointment time**.

After this time, **online changes are no longer available**.

If something urgent comes up, or if you experience difficulty changing your booking online, please feel free to contact me directly by **email, text message, or telephone**.

Late cancellations or missed appointments **may incur a partial or full session fee**, depending on the circumstances and notice given.

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## Packaged Care

Packaged Care is confirmed **once payment has been received in advance**.

A 3-session package includes **three acupuncture or Shiatsu follow-up sessions** to be used **within 8 weeks** from the first appointment.

Please book your first appointment through the online booking system. The remaining sessions can ideally be arranged together during your first appointment.

Packages are **for one person only** and cannot be transferred to another person.

Once the first session has taken place, packages are **generally non-refundable**.

Missed appointments or late cancellations may count as one of the package sessions.

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## Arrival Time

Please arrive **no earlier than 5–10 minutes before your appointment**.

I do not have a waiting area, and I may be with another client or preparing the treatment space for your session.

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## Late Arrival

Please plan to **arrive on time for your appointment.**

If you arrive late and another client is booked immediately after you, I may not be able to extend your session.

This ensures that the next appointment can begin as scheduled.

The **full session fee still applies**, even if the treatment time is shortened due to late arrival.

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## Parking

If you arrive by car, please park **within the premises at 113 Jean Bordier.**

To allow easy access for other vehicles and residents, please **park to one side** and avoid blocking the entrance or other cars.

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## Shoes-Free Space

To maintain a clean and comfortable environment, the clinic is a **shoes-free space.**

You will be asked to **remove your shoes on arrival and change into the slippers provided.**

If you prefer, you are **welcome to bring your own clean indoor slippers.**

As shoes are removed during treatment anyway, this also helps you settle and relax from the moment you arrive.

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# Health & Wellbeing

Please **inform me before your session if there have been any significant changes** to:

- your health
- medication
- pregnancy status
- ongoing medical care

If you are **feeling unwell – for example with a fever, contagious illness, or infection** – please contact me as soon as possible to reschedule your appointment.

This helps keep the treatment space safe and comfortable for everyone.

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## Guests & Children

To maintain a calm and focused environment, please **attend your appointment alone** unless a support person has been agreed in advance.

For safety reasons, children cannot be left unattended in the clinic.

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## Right to Refuse or Discontinue Treatment

I reserve the right to refuse or discontinue treatment in cases of inappropriate behaviour, intoxication, or if a health condition makes treatment unsafe.

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# Contact

For **cancellations, rescheduling, or booking changes**, please contact me **directly** by **email, text message, or phone** (details are included in your confirmation email).

Messages sent via social media may not always be seen promptly.

Please note that I may not always be able to answer telephone calls while in session or preparing for appointments.

For non-urgent enquiries, **email or text message is usually the best way** to contact me.

## **Eri Ito – Chemin Holistique**

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Thank you for your understanding and respect for the time and care involved in this work.

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Integrated care for body, mind, and emotions through  
Traditional East Asian Medicine