Tranquil Tones Sound Therapy

Sound Bath Sessions – Terms & Conditions

Operated by: Rebecca Cronk trading as Tranquil Tones Sound Therapy

Business address: Chalton, Bedfordshire.

Contact email: tranquiltonessoundtherapy@outlook.com

Last updated: 25/10/26

Welcome, and thank you for booking a sound bath with us. These Terms & Conditions explain what to expect when booking and attending a session. Please read them carefully before completing your booking.

1. Bookings and Payment

All bookings are subject to availability and are confirmed once payment has been received. Please ensure that you provide accurate contact details when booking so that we can contact you if necessary.

2. Arrival and Late Entry

Doors open 15minutes prior to session start time, with the sound bath starting promptly at the stated time for the session.

Please arrive in good time to get settled and comfortable before the session begins. To maintain a peaceful environment and avoid disturbing other participants, anyone arriving after the start time, will not be admitted.

Late arrival does not entitle you to a refund or ticket transfer.

3. What to Bring

Participants should bring their own yoga mat or suitable alternative to lie on, along with blankets and pillows to ensure they remain warm and comfortable.

A sleep mask and a bottle of water are also recommended. Please wear comfortable clothing and bring any additional layers you may need.

4. Air Bed Hire

A limited number of air beds are available to hire for an additional £2 per session.

Air beds must be hired in advance by purchasing the air bed hire on the website as an additional purchase to the sound bath booking. These can be found on the 'book now' page and can be viewed under the categories of 'All products' and 'Air bed hire'.

5. Health, Wellbeing and Personal Responsibility

Sound baths are intended to provide a relaxing wellbeing experience. They are not a substitute for medical advice, diagnosis or treatment.

Although many people find sound baths relaxing, they may not be suitable for everyone. Sound, vibrations and periods of deep relaxation can affect individuals differently.

Please seek advice from a qualified healthcare professional before attending if you:

- Are in your first trimester of pregnancy.
- Have sound-induced epilepsy or a history of seizures.
- Have a pacemaker, cochlear implant or certain heart conditions.
- Experience severe anxiety, PTSD, dissociation, psychosis or schizophrenia.
- Have sound-sensitive conditions such as tinnitus, labyrinthitis or Ménière's disease.

If you have any other health concerns or are unsure whether the session is suitable for you, please seek appropriate professional advice before booking.

You are welcome to adjust your position or take a break if you feel uncomfortable during a session. Please let the facilitator know if you need assistance.

Assumption of Risk: By booking and attending a session, you confirm that you are fit to participate and accept full responsibility for your own physical and mental well-being during and after the sound bath and you are responsible for making informed decisions about your participation and for communicating any concerns that may affect your comfort or safety.

6. Cancellations, Refunds and Ticket Transfers

Customer cancellations

Bookings are made for a specific sound bath session. If you are unable to attend or decide not to come, your ticket is non-refundable. However, you may transfer your ticket to another date providing a minimum of 48hours notice is given. Please email Rebecca at Tranquiltonessoundtherapy@outlook.com to do this.

If you are unable to attend and have missed the 48hour deadline, you may transfer your ticket to another person for the same date, subject to the deadline below.

Air bed cancellations: You may cancel your air bed reservation and receive a refund of the £2 hire fee, provided you notify us at least 24 hours before the scheduled session start time.

Cancellations made less than 24 hours before the session starts are not eligible for an air bed hire refund, except where a refund is required by law.

Ticket transfers

Tickets may be transferred to another person up to **6 hours before the scheduled session start time**.

To arrange a transfer, please email tranquiltonessoundtherapy@outlook.com with the new attendee's full name and email address before the transfer deadline. Transfers requested less than 6 hours before the session starts cannot be accommodated.

The new attendee must read and agree to these terms and conditions (sent to them via email) prior to the event start time.

The new attendee must meet the session's age requirements and any relevant participation requirements.

If your ticket includes a paid air bed reservation and you transfer your ticket less than 24 hours before the session starts, the air bed reservation will remain with the ticket and transfer to the new attendee. The air bed hire fee will not be refunded in this situation.

This policy does not affect any refund rights you may have under applicable law.

Cancellations or changes by the organiser

In the rare event that we must cancel a session due to illness or unforeseen circumstances, you will be notified as soon as possible and offered a choice between a full refund (including any add-ons) or a transfer to an alternative date.

7. Age Requirements

Sound bath sessions are available to participants aged 18 and over. Participants aged 16–17 may attend only when accompanied by an adult aged 18 or over.

The accompanying adult must also book and attend the session. Participants under the age of 16 cannot attend.

8. Respect for Others and the Venue

Please respect the peaceful atmosphere of the session and the comfort of other participants.

Mobile phones should be switched off or silenced before the session begins. Please follow any reasonable instructions provided by the facilitator relating to safety, comfort and the smooth running of the session.

We reserve the right to ask a participant to leave if their behaviour seriously disrupts the session or compromises the safety or wellbeing of others. Any decision about refunds in these circumstances will be handled in accordance with applicable law.

9. Changes to Sessions

In exceptional circumstances, we may need to change or cancel a session due to illness, venue issues, safety concerns or other unforeseen events.

If this happens, we will contact affected participants as soon as reasonably possible and explain the available options in accordance with applicable consumer law.

10. Limitation of Liability

- **Personal Property:** We accept no responsibility for the loss, theft, or damage of any personal belongings brought to the venue.
- **Physical Harm:** To the fullest extent permitted by UK law, Rebecca Cronk of Tranquil Tones Sound Therapy shall not be liable for any direct, indirect, or consequential injury, discomfort, or medical issues arising from your participation in the session, unless caused directly by our proven negligence.
- **Statutory Rights:** Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, or affects your statutory rights as a UK consumer.

11. Contact Details

If you have any feedback, questions, or wish to log a formal complaint, please contact us at:

- **Email:** tranquiltonessoundtherapy@outlook.com
- **Postal Address:** Chalton, LU4 9UF, Bedfordshire

By completing your booking, you acknowledge that you have had the opportunity to read and that you agree to these Terms & Conditions.

Thank you for booking with us. We look forward to welcoming you to a peaceful and restorative sound bath experience.