



## Terms and conditions and policies for Harmony Holistics Wirral (including training).

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have a nationally recognised Diploma in Reflexology.

I am also a member of "Professional Reflexology" (PR) which is another well established, recognised members associated for qualified reflexologists.

I am also a member of the Federations of Holistics Therapists (FHT). This organisation provides guidance, support and information regarding many therapies, including massage, Reiki, Indian Head Massage, Reiki and more.

I also have membership of ACHO (Affiliation of Crystal Healing Organisation). This governs and oversees members who are qualified in Crystal Healing.

### **As an AoR, PR, FHT and ACHO member:**

I am bound by these organisations Code of Practice and Ethics.

I follow them recommended Good Practice Policy and hygiene guidance, health and safety legislation to ensure client safety.

As a professional and highly qualified reflexologist with MAR, PRM, FHT and ACHO status, I will provide you with the appropriate bespoke treatment and support. Please see the membership logos on my website home page.

### **Generally:**

I will always be adequately insured for medical malpractice /professional indemnity requirements.

I comply with the required Continuing Professional Development requirements which ensures my practice, and my skills are kept up to date.

I am compliant with GDPR data protection, please see my separate GDPR policy. Your information will remain confidential at all times. I keep data electronically so I am registered with the Information Commissioner's Office.

## My Personal Business Practice Policies:

### **1. The use of Face Coverings Post Covid 19.**

- I will no longer wear a face covering for every client for the foreseeable future.
- My clients can choose if they want to wear a face covering.
- If my client would prefer me to continue to wear a face mask for their treatment I will continue to do so.

This policy will be reviewed on a regular basis in line with Government legislation and local Health Authority guidelines.

## 2. Appointments

- I have health requests of my clients as follows;
  - If you have a cough, a fever or loss of taste and smell or have been in touch with anyone with these symptoms please contact me as we may need to postpone your appointment.
  - If you have been involved in a higher risk activity such as attendance at a large event or air travel, I request that you do not book an appointment within 10 days of the activity.
  - I will ask these questions when doing an online phone consultation with you prior to your appointment.
- In return I will apply these high standards to myself. Should I feel unwell, unable to treat or it is inadvisable for me to treat, I will explain the situation to you as soon as possible before your treatment.
- Appointments will be made following a request via my contact page, from filling in the contact form. Please state the type of therapy you are interested in booking, and what days/times are best for you to attend.
- My available working hours are found on HHW website on the home page and prices page.
- Please do not arrive too early or too late for your appointment. HHHW has just have one small dedicated treatment room available, and this has to be thoroughly cleaned, ventilated, and then set up for the next client. HHHW does not have a waiting area, so if too early I may have to ask you to wait in your car if I have not yet prepared the room. If you arrive too late, your treatment may not go ahead, or may have to be cut short, to enable HHW to clean and set up for the next client.

## 3. Fees

### For therapies offered:

- A booking fee of 50% of cost of treatment is required before your appointment can be confirmed.
- My fees are payable in advance by bank transfer (preferred method) – bank details provided to client on request.
- The list of fees for each therapy are under the “prices” tab on my website.
- If Bank Transfer facility unavailable is accept card payments via a Sumup card machine via payment link, or on the day.
- Cash can also be accepted, if card or bank transfer is not available.
- Invoices can be provided upon request, as they are usually required for private healthcare providers.

**Any discounts offered, for example 10% off if over age 65, will not be applied to any further special offers. So, if the special offer is £10 off standard price you will not be entitled to a further 10% off that reduced price offer.**

**For on-line training packages:**

- My fees are either payable in advance on receipt of the booking form, by Bank Transfer, unless otherwise agreed with the proprietor.

**For Indian Head Massage (IHM) Diploma course:**

- IHM fees (deposit first and then balance at least 7 days prior to date of course) are payable in advance on receipt of the booking form, by Bank Transfer, unless otherwise agreed with the proprietor. See Deposits and cancellation information.
- See the Indian Head Massage training tab which provides full details and HHW training policies and procedures or training provided in conjunction with GAIA school of Natural Health.

**For school training packages:**

- I will provide an invoice and my fees are payable within 10 working days of the date on the invoice following training provided.
- See the School training packages tab, under Training, on my main menu for details of packages and fees.

**For care home training packages:**

- I will provide an invoice and my fees are payable within 10 working days of the date on the invoice following training provided.
- See the Care homes training tab, under Training, on my main menu for details of packages and fees.

**For Functional Reflex Therapy (FRT) training packages:**

- My fees are payable in advance on receipt of the booking form by Bank Transfer, unless agreed otherwise with the proprietor.
- See the FRT tab, under Training, on my main menu for details of packages and fees.

**For story Massage packages:**

- For pre booked workshops, zooms, training events my fees are payable in advance on receipt of the booking form by Bank Transfer, unless agreed otherwise with the proprietor.
- Ad hoc sessions, at play groups or similar, will be on a pay as you go basis on the day.
- See the Story Massage tab, under Training, on my main menu for details of packages and fees.

## 4. Cancellation Policy.

### Therapies:

- I have a 24 hour cancellation policy. As you are aware my business is dependent on the number of clients I can see in my clinic hours. Therefore, if you are unable to make a previously arranged appointment, I request that you provide me with at least 24 hours notice. This will allow me the option to re book the time slot with someone on my-waiting list.  
Less than 24 hours notice may result in a fair-use fee of 50% of the usual treatment fee, if already received, this will be retained as payment.
- If you do not attend, and do not previously advise you are not attending (“no show”) this fee will increased to 100% and will be required to be settled prior to any future bookings.
- My cancellation policy does not apply if you have tested positive for COVID 19 or have been in recent contact with someone who has COVID.

I understand that there will be some circumstances where 24 hours is not possible, so this fees will be at the discretion of HHW.

NB. Cancellation fees are only requested (or retained if already paid) as there have been expenses incurred and to cover actual losses, for example heating and lighting of the room, pre- preparation of oils, and hire of room if appropriate. It also covers loss of income from another potential client attending that missed appointment.

### Face to face training courses:

**For Indian Head Training course (see the separate HHW and Gaia School of Natural Health policy terms and conditions for this course – links in details about the course on the GAIA webiste:**

[Gaia School of Natural Health: Reflexology Reiki training](#)

**but a summary of cancellation fees for course are below:**

- Learners are entitled to cancel their IHM course booking up to 48 hours before the course start time. Deposits are non-refundable, however where Learners have paid the full balance of the course price, they will be entitled to a refund of the difference between the full balance and thenon-refundable deposit.
- Learners who cancel within 48 hours of the start time of the course are liable for the full cost of the course.

### Face to face school training cancellations:

- Full fee will be due if cancellation is less than 7 days before event date.

### Face to face care home training cancellations:

- Full fee will be due if cancellation is less than 7 days before event date

- ***NB. Cancellation fees are only requested (or retained if already paid) as there have been expenses incurred and to cover actual losses, for example heating and lighting of the room, pre- preparation of creams/oils, and hire of room if appropriate, preparing and printing of training material, paper or on-line, costs of administration, booking people in, communications, technology cost e.g zoom subscription costs etc., and HHW's time. It also covers loss of income from keeping that time available for training which will now not be able to be filled by clients.***

#### **Face to face FRT training cancellations:**

- Full fee will charged by Sum-up payment link (if due) retained (if already paid) is less than 48 hours before event date.

#### **Face to face story massage training cancellations:**

- Full fee will charged by Sumup payment link (if due) retained (if already paid) is less than 48 hours before event date

#### **Zoom training packages cancellations:**

- Full fee will be charged if less than 24 hours notice, payment will be request by Sum up payment link if not already paid

#### **Should HHW need to cancel an appointment:**

- In the unfortunate situation where HHW may have to cancel an appointment made for a therapy or training session, every attempt will be made to re-arrange that appointment at the earliest convenient day/time for the client. If this is not possible, a full refund of all fees will be made via Bank Transfer.

## **5. Deposits**

**For Indian Head Training course (see the separate HHW and Gaia School of Natural Health policy terms and conditions for this course – in the course material) but a summary of fees and deposits for course are below:**

- The deposit required for the Indian Head Massage Diploma course is a non refundable deposit to secure you place on the course (places are limited) and will not be refunded. However, at the discretion of Harmony Holistics Wirral, if you can attend a date in the future it may be agreed you can transfer your deposit to secure that date instead.

#### **For treatments:**

- At the discretion of Harmony Holistics Wirral, an initial £10 deposit to secure your treatment may be taken in advance of your treatment date if the full fee cannot be paid. This is a non-refundable payment.

NB deposits are only requested (and retained) as there have been expenses incurred and to cover actual losses, for example heating and lighting of the room and hire of room if appropriate. It also covers loss of income from another potential client attending that appointment.

## **7. Vouchers.**

- I supply the option to buy vouchers for treatments. These may be given as gifts. The vouchers are paid for in advance of the treatment by Bank Transfer or Sum-up payment link.
- These treatments can be booked during my normal working hours with no restrictions.
- Where an appointment is booked and missed, my cancellation policy above will apply and a proportion of the treatment will be deducted from any remaining treatments left on the voucher.
- These vouchers are non-refundable but you can gift them to someone else, with the recipient's agreement in writing.
- These vouchers are required to be used within 6 months of the voucher issue date (the expiry date will be clearly stated on the voucher).

## **8. Use of background music.**

- I only play Royalty free music within my business and therefore I am not required to have The Music License. Unless you are in your own home, I am unable to play your preferred music selection.
- If you or your child are sensitive to certain music or sounds please let me know and we can find an appropriate alternative or maybe not play any music at all.

## **9. Provision of therapies.**

- I offer a variety of therapies, some in combination. For example Reflexology and a back, neck and shoulder massage. You should discuss your requirements with HHW, as not all combinations are listed on my website. Each treatment maybe tailored to your individual needs.
- There is just one small dedicated treatment room available so it is only possible to treat one person at a time.

## **10. Equipment used:**

- Depending on the treatment you have selected HHW may use a massage couch, a padded Lafumreclining chair, a forward-facing massage chair, or a seated chair. Your comfort is of the utmost importance, so please let me know if there is a preferred equipment you want to use. If you are struggling with mobility or

injury and lying flat or a seated position is difficult, please let HHW know and we can adapt treatments accordingly.

## **11. Complaints Procedure.**

- Should you be unhappy with any of the services you have received from Harmony Holistics Wirral (HHW) you should contact HHW immediately clearly stating your complaint and how you wish it to be resolved. This should be sent via the contact page on the website.
- HHW will acknowledge your complaint within 5 working days.
- HHW will investigate your complaint, contacting anyone who may have been involved or have witnessed the circumstances of the complaint and gathering any necessary information to help resolve the complaint.
- HHW will reply to your complaint in writing within 10 working days of your complaint.
- Should the matter be unresolved, an independent third party will be invited to review the complaint, investigation conducted and make an independent decision as to the validity of the complaint and if the response was appropriate and acceptable.