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**Good Practice Policy for**

**Chloe Dare - Rosewater Heart Reflexology**

**(Terms and Conditions)**

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 reflexology qualification. My qualification is a Level 5 Diploma in Applied Reflexology for Integrated Medicine.

**As an AoR member:**

* I am bound by the AoR Code of Practice and Ethics.
* I follow the AoR Good Practice Policy and hygiene guidance to ensure client safety.
* I will always be adequately insured for medical malpractice /professional indemnity requirements. The industry standard is in excess of £5 million cover.
* I comply with the AoR Continuing Professional Development requirements which ensures my practice is kept up to date.
* I am compliant with GDPR data protection, please see my separate Privacy policy. Your information will remain confidential at all times.
* As a professional and highly qualified reflexologist with MAR status, I will provide you with the appropriate bespoke treatment and support.

**1. Appointments**

All appointments will usually consist of a consultation (whether an initial or follow up), visual checks of the feet, a Duopody reflexology treatment followed by feedback on treatment findings and self-care advice/recommendations.

Taster sessions are the only appointment type where this will not be the case and will consist of a brief health check to ascertain it is safe to treat, a short reflexology foot treatment and limited aftercare recommendations will be given. These are for public events such as fayres only.

***Health request:***

* 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.
* 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.

**2. Fees**

**Stand Alone Appointments.**

* My appointment fees are as follows. They are payable in full, at the time of booking an appointment.

* List of charges:
	+ *Reflexology Enquiry Call – Free, 15 minutes*
	+ *Initial Consultation (all new clients) - £65, up to 90 minutes*
	+ *Child/Young Person Initial Consultation - £45, 45 minutes*
	+ *Classic Follow Up - £55, 60 minutes*
	+ *Child/Young Person Classic Follow Up - £30, 30 minutes*
	+ *Taster session - £20, 20 minutes (Public Events only)*

**All Bookings**

* I reserve the right to use discretion regarding the application of advance payment for stand-alone bookings.
* I reserve the right to use discretion regarding the application of any discounts.

**Child and Young Person Bookings**

* A parent/carer is required to book the appointment for their child.
* A parent/carer is required to sign the client questionnaire on behalf of their child to consent to treatment.
* A parent/carer is required to accompany their child for their appointment and must remain in the room for the duration of the appointment.

**3. Cancellation Policy**

* I have a 48 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 require at least 48 hours notice of cancellation in advance of your appointment. This will allow me to free up the appointment for another client.
* If cancelling more than 48 hours in advance of your appointment, there is the option to have your appointment cost refunded or transferred to a future appointment. This will be client choice.
* Cancellation less than 48 hours in advance of your appointment will result in 100% of your appointment cost being retained.
* However, if your cancelled appointment slot is subsequently rebooked by another client within the 48 hour cancellation window, your appointment cost will be refunded in full.

**4. Vouchers**

* I provide the option to buy vouchers for reflexology treatments. These may be given as gifts.
* 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 100% of the gift voucher cost will be forfeited.
* These vouchers (and the appointments they represent) are refundable, in line with my cancellation policy, but only to the original purchaser.
* These vouchers must be used within 12 months of purchase.
* Follow up appointment vouchers are not able to be used towards the cost of a Package.

**7.** **Use of background music**

* I only play Royalty free music within my business and therefore I am not required to have The Music License. Due to this, I am unable to play your preferred music selection.

**8. The use of Face Coverings**

* I chose to use discretion regarding the wearing of face coverings.
* Should you be unsure about whether you are COVID positive, please wear a mask (please see terms and condition **1.** about cancellation due to possible COVID symptoms).
* As per terms and conditions **1.**, please contact me to rearrange your appointment if you are unwell and suspect or unsure if this may be COVID.

**9. Appropriate Behaviour**

* As a holistic reflexologist, I create a space for my clients to focus on their wellbeing where they can feel safe and secure.
* I am also entitled to feel safe and secure in my working space.
* Therefore, I have the right to
	+ - cancel a client’s appointment;
		- discontinue a client’s treatment; or
		- refuse a new or existing client’s bookings or future business

if I do not feel safe with them in my treatment space.

* Inappropriate, disrespectful or abusive behaviour will not be tolerated under any circumstances both before, during or after an appointment.
* Should this occur during an appointment, the treatment will be stopped and you will be asked to leave. In this instance, no appointment cost will be reimbursed.
* Clients will not be treated if under the influence of alcohol or other recreational substances.

**End of Document**