

Good Practice Policy for Serene Holistic Therapies

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.

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

I have health requests of my clients as follows:

- If you are feeling unwell with a fever or infectious condition. If you are currently on a course of antibiotics, please contact me as we will need to postpone your appointment.
- 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.

2. Fees

- My fees are as follows; they are payable in full at the time of treatment.
- Reflexology 60-minute treatment £55.00
- Hand Reflexology 45-minute treatment £45.00
- Reiki 60-minute treatment £55.00
- Reiki Infused Reflexology 60-minute treatment £75.00

3. Cancellation Policy

- 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.

4. Vouchers

- I supply the option to buy vouchers for treatments. These may be given as gifts.

- These treatments can be booked during my normal working hours with no restrictions.

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. Unless you are in your own home, I am unable to play your preferred music selection.