

CROMHALL FARM

REFLEXOLOGY

Good Practice Policy for Catherine Royal – Reflexology.

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 GDPR 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. Fees

My fees are as follows, they are payable in advance of the treatment.

Reflexology Initial Consultation - 1 hour - £50

Follow up appointment - 45 minutes - £40

Taster session - 30 minutes - £25

Child Reflexology - 30 minutes - £35

Treatment packages are available on request.

Treatments can be carried out in the comfort of your own home, or onsite at Cromhall Farm, please call to discuss this.

Travel beyond a 10 mile radius of the SN14 postcode there will incur an additional fee of £5 (at my discretion).

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2. Cancellation Policy and refunds

A full refund will be given if more than 24 hours notice is given in the event of you cancelling your appointment.

Cancellations with less than 24 hours notice may be subject to a cancellation fee of 100% of the price of your treatment. This fee will be required to be settled prior to any future bookings made. A discretionary full or partial refund may be given in extenuating circumstance for cancellations.

In the unlikely event that I need to cancel your appointment, I will give you as much notice as possible and a full refund will be given.

Clients are kindly asked to rearrange their appointment if they have, or think they might have, any contagious illness such as Covid-19, cough, cold, sore throat, flu, vomiting, diarrhoea etc. A full refund will be given in these circumstances, or your appointment will be rescheduled.

3. Late arrivals

If the client arrive late for your appointment, the treatment will be shortened so that we finish as the time originally expected. Partial refunds and discounts will not be given for late arrival for your appointment.

4. Treatment packages

There is the the option to book a package of treatments. These are provided at a reduced price as they are paid for in advance.

Six Reflexology treatment sessions for £200 (saving of £40)

Where an appointment is booked and missed, my cancellation policy above will apply and any sessions missed will be deducted from the remaining sessions.

These treatments are paid in advance and are fully flexible with 24 hours notice.

These treatments are non refundable.

These treatments must be used within one year.

5. Payment

Payment is by bank transfer or cash, payable prior to the treatment.

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6. Young Clients

Clients under the age of 16 must be accompanied by an adult. The accompanying adult must give permission for the treatment to be performed and must co-sign the consultation form. The adult must be present in the room throughout the treatment.

7. Treatment refusal

I reserve the right to refuse treatment in such a case as the client is showing signs of fever, infection, undiagnosed pain or if they present under the influence of alcohol or drugs.

I reserve the right to refuse treatment if GP consent has not been obtained, or if the client has failed to disclose changes in their medical status that is a contra-indication of the treatment.

I only take male clients on recommendation/referral, and I reserve the right to refuse treatments. More information can be found here -

www.equalityhumanrights.com/en/advice-and-guidance/core-guidance-businesses

8. Privacy

I am compliant with GDPR data protection. Please see my separate GDPR Privacy policy. Your information will remain confidential at all times.

Client consultations and treatment details will not be discussed with anyone other than the client unless the client is under the age of 16 or has a care worker or guardian.

Consultation forms and treatment notes are kept securely. By signing the consultation form, clients are giving me permission to hold records and data about them.

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9. Medical status

During the process of making an appointment, the client must inform of any previous and current health conditions. An initial consultation form will be completed prior to the first treatment session and will be used to discuss the treatment plan moving forward.

Clients must ensure they communicate any changes in their medical status prior to their appointment. In some instances, GP approval may be required prior to proceeding.

Reflexology is not a replacement for medical care. Reflexology does not diagnose or cure. It supports the body to find space and freedom to help self-heal efficiently

10. Aftercare advice

Following your treatment it is advised to stay well hydrated for 24 hours following your treatment to allow the body to flush any toxins from your system and improve energy levels. If possible it is recommended you avoid tea, coffee and alcohol, allowing the treatment to work to its full potential.

It is also recommended to eat light meals, rest and take some gentle exercise.

You may experience various "healing responses" following your session which is your body's way of adjusting to the treatment. They are completely normal, an acute reaction, and will disappear quickly. It may include:

- Fatigue
- Change in sleep patterns
- headaches
- nausea
- runny nose
- heightened emotional response
- increased/decreased energy and alertness

These responses are part of the healing process. Please do not hesitate to get in touch if you have any questions or concerns about how you are feeling after your treatment.