

Good Practice Policy for *Hannah Gordon*

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 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 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

- My fees are as follows, they are payable in full at the time of treatment.
- List of charges: Reflexology £40, Indian head massage £30, Reiki £30/40

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.
- Less than 24 hours notice may result in a fair-use fee of 50% of my usual treatment cost. This fee will be required to be settled prior to any future bookings.

4. Treatment packages

- I offer the option to book a package of treatments. These are provided at a reduced price as they are paid for in advance.
- 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 an amount will be deducted from those remaining.
- These treatments have to be used within one year.

5. 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.
- Where an appointment is booked and missed, my cancellation policy above will apply and a proportion of the treatment will be deducted from those remaining.
- These treatments are paid in advance and are fully flexible with 24 hours notice.
- These vouchers are non refundable.
- These vouchers are required to be used within one year.

6. Use of background music

- I only play Royalty free music within my business and therefore I am not required to have The Music Licence. Unless you are in your own home, I am unable to play your preferred music selection.

7. Provision of additional therapies

- I offer other therapies in addition to reflexology. I provide these therapies to the same high standard expected by the AoR for reflexology. I also have insurance in place for these additional therapies.

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