

# Good Practice Policy



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.
- 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**

- I chose to use discretion regarding the wearing of face coverings. · I am happy to treat without myself or my clients wearing face coverings if I can provided a well ventilated room.

## **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.
- 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.

## **3. Fees**

My fees are either payable in advance as part of a treatment package or in full at the time of treatment. List the charges:

Mobile treatment £50

Treatment in my treatment room £45

I reserve the right to choose to use discretion regarding the application of any discounts at certain times of the year.

## **4. 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 request that you provide me with at least 48 hours notice. This will allow me the option to re-book the time slot with someone on my waiting list.

Less than 48 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.

## **5. Treatment packages**

- I offer the option to book a package of treatments. These are provided at reduced price as they are paid for in advance.
- These reduced price treatments may only be booked during my working hours. Where an appointment is booked and missed, my cancellation policy above will apply and an amount will be deducted from those remaining.
- These treatments are paid in advance and are fully flexible with 24 hours notice. These treatments are non refundable.
- These treatments have to be used within 6 months

## **6. Gift 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 6 months.

## **7. 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.

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