



Higham Holistic Therapies Terms and Conditions

Information for clients and first treatments

I will conduct a full consultation including requesting information about current medical conditions, health and lifestyle. At any subsequent treatments, clients will be asked if there are any changes or new information. This is to ensure that treatments requested are safe and suitable for the client. Treatments will be refused if consent forms are not signed. GP/Consultant permission may be required before certain treatments can be provided- please see the Contra-Indications list.

I reserve the right to decline a booking or not to provide further treatments to a client if I consider my treatments are not suitable.

Lone Working Policy

I work to strict lone-working safety guidelines. This means I do not treat men unknown to me. However, I will offer treatments to male clients either referred to me by a trusted professional or known to me through an established contact. When someone has been formally referred, I will arrange contact in advance to ensure details are verified before treatment. This approach keeps my practice safe, calm and secure while still allowing me to support those who genuinely need my therapies.

Home visits to smoke free homes

Home visits may be available under very specific circumstances for example if a client is housebound for any reason. I am willing to travel within about 15 minutes of Higham Ferrers (as a guideline the following areas would be covered:

Rushden/Irthlingborough/Stanwick/Chelveston/Wymington/Raunds/Finedon/Great Irchester/Great Addington/Wellingborough/Wollaston/Ringstead/Little Addington/Great Doddington/Burton Latimer/Podington/Yeldon/Souldrop/Hargrave)

Payment plus travel expenses is required at the time of booking.

Payment

Payment is to be made via cash or debit/credit card at the time of treatment or a bank transfer (details will be provided). All treatments must be paid for prior to treatment or at the time of booking.

Cancellation Policy

If a cancellation is made more than 72 hours before the treatment date, the client will not be charged. If a cancellation is made less than 48 hours before the treatment date, the full price of the treatment will be due.

However, if the slot should be booked by another client, any cancellation fee collected will be refunded back to the client.

If for unforeseen circumstances I need to cancel a booking, I will prioritise your appointment and rebook at a time to suit you wherever I can.

Vouchers

Gift vouchers are available at the same cost of bookable treatments. If your gift recipient does not want to use the voucher, it cannot be exchanged for cash. Vouchers are only valid up to and including the expiry date. The above Cancellation Policy applies to all voucher bookings.

Clients Under 18

Clients under the age of 18 must be accompanied by an adult and be present throughout the treatment. The accompanying adult must give permission for the treatment to be performed and co-sign the client's consultation form.

Privacy

Client treatment details will not be discussed with anyone other than the client, unless the client is under the age of 18 or has a care worker or guardian.

Consultations will only be discussed with the client, unless the client is under the age of 18 or has a care worker or guardian.

All clients must complete a consultation form prior to receiving any treatments from me and all consultation forms and treatment notes will be kept securely on file.

By signing the consultation form after reading and accepting the conditions of the GDPR statement of facts, clients are providing their permission to hold records and data about them. Personal client information will not be shared with any third parties.

All procedures comply with GDPR regulations.

Complaints Procedure

I welcome feedback, views and opinions about any aspect of Higham Holistic Therapies.

However, if a client wishes to make a complaint please put your concerns in writing by emailing me at highamholistics@yahoo.com with the date and location of the incident, your full name, details of the complaint, and desired outcome following the complaint.

All complaints will be taken seriously, thoroughly investigated and responded to within 28 days.

Website & Social Media Content

Website content will be authorised and managed by myself with the support of Web Healer. Testimonials and non-identifiable client feedback will be used when appropriate.

Photographs will only be displayed with the consent of the people in the photograph.

Photograph consent may be obtained by me verbally or in writing.