



## Good Practice Policy for Restore Life 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.

### My Personal Business Practice Policies:

#### 1. The use of Face Coverings

- I will always wear a face covering for every client for the foreseeable future.
- I chose to use discretion regarding the wearing of face coverings.

#### 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.
  - If you have been involved in a higher risk activity such as attendance at a large event or air travel, I request that you do not book an appointment within 10 days of the activity.
- 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 as follows, they are payable in full at the time of treatment. List the charges:  
Reflexology - £45 per hour  
AromaReflex - £60 per hour  
Zone Face Lift - £75 for 75 minutes

#### **4. 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 25% of my usual treatment cost. This fee will be required to be settled prior to any future bookings.

#### **6. 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

#### **7. 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**

#### **8. Use of background music**

- I have The Music licence and so I am able to change what I play as background music, if you have a preferred choice of music or artist then please let me know.

#### **12. 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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