**Good Practice Policy for Lotus 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 indenmity 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.

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**My Personal Business Practice Policies:**

**1. The use of Face Coverings**

* 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:

£35 for reflexology

£42 for AromaReflex

**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.

**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.
* These vouchers are required to be used within one year.

**8.** **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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