

Good Practice Policy for Emily Hughes 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.

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 will wear a face covering for every client for the foreseeable future.
- My clients will be expected to wear a face covering, unless they are exempt, for the foreseeable future.

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 either payable in advance as part of a treatment package or in full at the time of treatment. Please see my website for current prices: <https://www.emilyhughesreflexology.co.uk>

I reserve the right to choose to use discretion regarding the application of any discounts.

4. Cancellation Policy

- *There is no cancellation charge if anyone needs to cancel an appointment for any reason due to Corona Virus.*
- I understand that emergencies and illnesses occur and you may need to cancel your appointment. I would appreciate 24 hours notice so that I am able to offer the appointment time to another client. I reserve the right to charge £20 for missed appointments with less than 24 hours notice. Likewise, if I need to change an appointment, due to an emergency or illness, I will endeavour to give at least 24 hours notice. In cases of repeated cancellations I may suggest that clients wait until they are ready to commit to regular sessions before rebooking, or ask for payment in advance, which would be non-refundable.

5. Use of background music

- I only play Royalty free music within my business and therefore I am not required to have The Music Licence.

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