



General Policies & Codes of Practice at Tranquil Mind UK

Tranquil Mind UK works to ensure it follows the National Occupational Standards, Code of Ethics and Professional Practices laid down by the Complementary & Natural Healthcare Council (CNHC), The Guild of Holistic Therapists and the UK Reiki Federation.

Our general policies and codes of practice are in place to protect you the client, as well as to provide clear guidelines about what we ask from all of our clients in return.

It is important to note, Reiki and other Complementary Therapies should not be used as a substitute or direct alternative to orthodox medical treatments or healthcare, and you should always continue to consult with your doctor or other medical professionals in relation to your health and wellbeing. We do not diagnose or prescribe for medical conditions and we may recommend you visit your doctor for diagnosis or treatment.

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Consultation Forms

Prior to receiving any treatment or service all clients must complete an initial Client Consultation and Consent Form. This is to ensure that the treatment or service is personalised to meet your specific needs. It also allows us to assess whether the treatment or service is suitable for you to receive. All information provided by you is strictly confidential and will conform with our privacy policy.

It is the responsibility of all clients to keep us informed of any changes in relation to the information held on their client consultation and consent form, including any contraindications about existing health conditions and treatments. Whilst you will not need to complete a new form before each and every treatment or service, we will ask you whether anything has changed since your last visit.

You may also be asked to complete a feedback form following a treatment or service and we are grateful for everyone taking time to complete and return these. Feedback allows us to make sure we are delivering the best service possible and helps us identify anything we need to change to improve the treatments and services we provide.

Appointments

Please arrive on time for your appointment! Treatments and Services are by appointment only during our hours of business. We have scheduled late evenings on Wednesday and Thursday. However, we are flexible and will work to accommodate bookings outside of our usual working hours if booked in advance, and for group or corporate bookings - this will be subject to the availability of the therapist and be dependent on venue.

All clients are booked in to specific time slots, so arriving on time will allow you to have a relaxed and unhurried experience. If a slightly late arrival is unavoidable, please note that your treatment or service may be shortened in order to keep us on schedule for other clients booked in, and that you will still be charged for the whole treatment time.

New clients will be given an extended treatment time to include the initial consultation, as well as the completion of any forms if these have not already been submitted to us electronically.

Our scheduled late evenings are Wednesday and Thursday, however we are completely flexible with working times. Please get in touch if you require considerations outside of our usual operating hours.

Late Arrival Policy

All clients are booked in to a specific time slot throughout the day, therefore we regret any late arrivals may not receive an extension to their scheduled appointment if they arrive late. In certain circumstance, and where the schedule allows, we may accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival. The full price for scheduled treatment or service will still apply and be charged.

No Show Policy

We fully appreciate unanticipated events occur in everyone's life. However, we ask that you please be courteous and call or message if you are unable to keep your appointment. Clients who miss their appointments without giving any prior notification may be charged in full for the scheduled service.

Cancellation Policy and Fees

Your treatment or service times are reserved exclusively for you. If you need to cancel or reschedule, please notify us at least 24 hours in advance. Any cancellations with less than 24 hours of notice may mean any deposits or advance payments might not be refunded. Clients who miss their appointments without giving any prior notification at all will be charged in full for the scheduled service.

Bookings & Reservations

Group Bookings should where possible be made at least 1 week in advance to ensure the treatments or services can be tailored for all individuals within the group.

We can take reservations for appointments to help ensure you obtain your desired date and time, and we recommend scheduling your appointment as far in advance as possible to ensure availability. You can pay for reserved treatments or services in advance using cash, credit or debit cards, PayPal, Direct Bank Transfer or Gift Vouchers.

Payments

We accept cash payments, or payment by PayPal, Direct Bank Transfer and also the following credit and debit cards: MasterCard; Visa; American Express; Maestro; V pay; Visa Electron; JCB; Diners Club; China; Union Pay; Discover. Please note, payments by credit or debit card need to be made in person and will not be taken over the phone. This protects your information and payment security.

Our card reader also accepts contactless card payments as well as NFC phones, Apple Pay and Android Pay.

Equality

Tranquil Mind UK promotes equality and will not discriminate against anybody wishing to receive treatments or services, regardless of lifestyle, age, culture, beliefs, race, gender, sexuality, disability or social or economic status. However, we may take account of factors – such as a lifestyle – which may be relevant to a client's state of health in our decision making and the care given during treatments or services.

Additionally, where we cannot accommodate providing treatments or services for any reason at Tranquil Mind UK, we will work with clients to provide these services either in their own homes, or at another suitable location.

Alternatively, we will work with clients to source alternative providers for the treatment or services where appropriate.

Chaperones

Clients are welcome to have a chaperone present during their treatment or service. Please notify us when booking your treatment or service if you plan to be accompanied by another person.

Andrew, owner and practitioner at Tranquil Mind UK, has an Enhanced DBS certificate (formerly CRB check) and is trained in safeguarding.

It is the policy at Tranquil Mind UK, that all clients under the age of 18 will be required to have a chaperone present when receiving any treatment or service. This may be someone with parental responsibility. Someone with parental responsibility should also complete the Client Consultation & Consent Form, to give written consent on behalf of a child under the age of 16. The Children Act 1989 (as amended) lists the people who may have parental responsibility. These include:

- the child's parents, if they were married at the time of conception or birth
- the child's mother, but not the father, if they were not married at the time of conception or birth (even if they later marry), unless the father has acquired parental responsibility through one of the following: becoming registered as the child's father; a court order; a parental responsibility agreement
- the child's legally appointed guardian
- a person in whose favour the court has made a residence order about the child
- local authority named in a care order for the child
- a local authority or authorised person that holds an emergency protection order for the child.

At age 16 a young person can be treated as an adult and can be presumed to have the capacity to give consent for themselves. (This is the position in England, Northern Ireland, Scotland and Wales.) Under Section 8 of the Family Law Reform Act 1969, people aged 16 or 17 are entitled to consent to their own treatment and any related procedures involved in that treatment.

We also have the right to decide whether another person should be present as a chaperone, if it is in the best interests of ourselves, and you the client, even if you the client have not asked for this. This might apply where an adult might be considered vulnerable. We will assess whether this is required and work with you the client to make the necessary arrangements.

Accepting Clients

Tranquil Mind UK are free to decide who we wish accept as clients and will operate our decisions in line with equality and best practice. New or existing clients may be refused access or a continuation of their treatments or services, if for example:

- clients, and or chaperones, are under the influence of alcohol or drugs
- clients, and or chaperones, are rude, aggressive or violent or behave inappropriately
- clients, and or chaperones, are putting staff and visitors at risk
- clients, and or chaperones, are constantly questioning professional judgments or acting against advice
- clients, and or chaperones, are affecting client base or other clients

- clients, and or chaperones, have ulterior motives for procuring treatments or services
- clients have become reliant on specific forms of care that are no longer beneficial or promoting their health and wellbeing.

In the event of treatments being cut short or cancelled by Tranquil Mind UK due to the conduct of clients, and or their chaperones, payment will be required in full for the treatment or service regardless of how incomplete the treatment or service is.

Venue

Treatments and services are offered in house at Tranquil Mind UK, within a private and relaxing treatment room, which is within a bespoke cabin situated in the garden grounds at the home address of Andrew, the owner and practitioner.

We are also able to offer treatments and services off site, and these can take place in a client's premises or within a home address by prior arrangement. Detail and arrangements will be provided at the time of booking.

Other venues may also be used.

Respect for Client Needs and Boundaries

Whilst receiving treatments or services at Tranquil Mind UK will always do our best to make sure your experience is the very best it can be. We are happy make any adjustments required where possible, whether that be to the room temperature, style of music or its volume, or maybe working longer on a specific area or stopping a treatment altogether if you request it.

Clients will always be given a full explanation and run through of the treatments or services they are to receive so they know what to expect, and delivery methods will be agreed before any treatments start. Clients are free to ask for this to change or stop at any time during the treatment or service.

Conversations and Confidentiality

You may wish to talk, or not talk at all, during treatments, as this is your time to relax, unwind and focus on your treatment. As such we will not converse during treatments other than to convey instructions or any relevant messages. Any conversations that does take place either before, during, or after treatments will be guided by the client, and all information shared is treated in the strictest of confidence and compliant with our [privacy policy](#).

Aftercare

Aftercare advice and information is provided verbally and with leaflets for clients following each consultation but please note the following:

- Drink plenty of water after receiving a treatment, and whilst not always possible, try to relax and take things easy for at least a short time following your treatment. Drinking plenty of water helps flush out

any toxins and taking things easy allows your state of relaxation to remain and your body to continue the process of its natural healing.

- Please take care if you are driving or returning to work immediately after a treatment.
- Reactions to a treatment may be experienced and will differ for each individual, these should be explained to you, but if you have any concerns, please get in touch as soon as possible.

Gift Vouchers, Special Offers & Discounts

Gift vouchers are available to purchase for specific treatments or amounts please get in touch for more details.

Special Offers, Promotions and Discounts may also apply at certain times during the year. Terms and conditions for these will be published at the time and will be non-negotiable.

PLEASE NOTE: Gift Vouchers are non-refundable once purchased and have no cash equivalent value other than when being redeemed against treatments or services provided by Tranquil Mind UK. Booking a treatment or service with a Gift Voucher will debit the value of that treatment or service from the total value of the voucher, any deficit between the value of the voucher and treatment or service being provided will need to be paid in full; any credit will be retained on the voucher for the remaining period the vouchers remains valid. Failure to turn up for an appointment made using a voucher will fully invalidate the voucher unless at least 24 hours of notice is given to change or cancel the appointment. Gift vouchers, and any remaining credit, are valid for a period not greater than 6 months from the date of purchase. Gift Vouchers can only be redeemed for the specific treatment or amount designated on the voucher and are non-transferable. Gift Vouchers or Promotion vouchers with a %OFF have no cash equivalent value and cannot be redeemed against block or group bookings and only one %OFF voucher can be used per person, per household. Tranquil Mind UK have the right to refuse vouchers not registered as being purchased or issued by Tranquil Mind UK.

Commitment & Continued Professional Development

We are fully insured to practice Reiki and Complementary Therapies and are Members with and Accredited by UK Reiki Federation and The Guild of Holistic Therapists. We are also in the process of registering with the CNHC (Complementary & Natural Healthcare Council).

We are dedicated and committed to providing you with the best possible service at all times, and our knowledge and skills are continually developing through training courses, open learning and self-study.

We take pride in working to the highest of standards, and work to the National Occupation Standards set out by those associations with which we hold accreditation and membership, and whilst references might be made to other organisations, governing bodies or statutory authorities, this in no way attests affiliation with, or accreditation by, any of the said named organisations, governing bodies or statutory authorities (unless otherwise specifically detailed and linked to through accreditation/affiliation logos, links and with licence and authority to do so). Any such references made are done so to illustrate the high level of standards we are working and operating to as a newly formed business.

----- Last updated 30th March 2018 -----