



Natural Balance Holistics

## Client policy

We at Natural Balance Holistics always look forward to working with people from all walks of life. We have high expectations for ourselves and also for you, the client.

Please see equal opportunities policy, complaints procedures and, cancellation policy for information on those aspects of our business.

We strive to make sure you get the best treatment possible by, constantly studying to keep up to date on new research, as well as updating our qualifications to add new things for you to try. All this is in an effort to make sure you are always happy with your treatment and our services. If there are other treatments you would like to see please let us know and, we will try to add it to the list of things to study.

As a business we also have expectations of our clients. These are basic and easy to do:

- Pay on time and in full; our services are of highest quality, and priced to match this. The costs involved with treatments as well as continued studies mean we cannot offer our services at low prices, often seen from other therapists. We only take courses of the highest quality which almost always come with a higher price tag. This means you benefit from well educated therapists and top quality care.
- Treat us with respect; we are not verbal or physical punch bags. Please treat us how you would like to be treated.
- Know that we do not offer sexual services; sadly this is how massage and related fields are seen by many. Whilst we support anyone who wishes to do sex work, that is not us, please don't embarrass yourself by asking.
- Know that we are not judging you or your body; we see you as a human, we don't worry about your weight or you blemishes. As long as you are clean and in need of a treatment then we are happy.



*I'm a registered therapist, so you know I'm qualified and insured*



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This of course also means you should not be embarrassed by natural bodily functions (flatulence, falling asleep, unwanted erections). These things happen all the time and it is perfectly normal, don't worry.

- Take control of your health and wellbeing; we are here to help your body get back to whatever balance it needs. We do not heal or cure anything. You are the one in charge of your health, wellbeing, and body. A part of this is telling us what you would like. We will not constantly ask for validation during treatment, if you want more or less pressure it is up to you to ask, if there is something you want or don't want let us know. If you don't understand something, Ask.
- Be honest; the information given to us in consultation is 100% confidential. We will never let anyone see it without your written consent. It is stored on paper only and locked in a filing cabinet, this of course means we cannot be hacked or your information leaked online.



FHT



professional™  
standards  
authority

accredited register

*I'm a registered therapist, so you know I'm qualified and insured*