

# Abi Fenton Therapies

## Group Reiki Terms and Conditions

Location: Leeds Physiotherapy & Pilates Practice, Oulton, Leeds, LS26 8HS

Please read carefully, by joining the group Reiki sessions you are agreeing to these terms and conditions.

### Service

Abi Fenton Therapies will provide an hour-long session of group Reiki. This will include a short meditation, short individual reiki healing as well as receiving reiki as a group, finishing with a discussion of their experiences during the session. The session has a maximum capacity of 8 clients.

### Booking

Booking must be made for the full term in advance (see website or contact Abi to see how many sessions this includes). If all 8 places are not filled with full term bookings, there will be an opportunity for others to pay for one off sessions and join the group.

If there are places available, clients may also book their first free session during these times.

### Fees

The full term fees are outlined in the booking process. Abi Fenton will make you fully aware of the termly fee, or individual session fee. You are entitled to one free session to try and decide if this group is what you are looking for to support your wellbeing.

Your space is not secured until payment has been received, either as a deposit (half the termly fees) or as a full block payment. Payment can be made via the website [www.abifentontherapies.com](http://www.abifentontherapies.com) or via bank transfer.

### Cancellation by yourself

Please contact Abi to inform her if you cannot attend a session giving at least 24hrs notice.

When booking for the full term fee, refunds are not made if you cannot attend for any reason.

### Cancellation by myself

If I need to cancel a session due to ill health or any other reasons I will inform you ASAP and either create a new date / session to replace the one cancelled or if this is not possible I will refund everyone. If you cannot attend this new appointment no refund is made.

### Client responsibility

Clients will understand that they will experience reiki in their own individual way. Every session could bring a different experience. They keep the ethos of the group positive and encouraging, by supporting other participants in a kind and courteous way, respecting that everyone has their own experiences and points of view.

Abi Fenton will always try to keep the group talk positive by encouraging clients to reframe their thoughts, or challenge thinking. But she will also respect that this is an opportunity for clients to express their feelings in a safe space.

### Confidentiality

Please respect that the class is a safe space for clients to express personal information, feelings and thoughts. This should be respected and kept confidential unless the client gives permission to share the information given within the group setting.

## **Privacy Policy**

All information provided to book your sessions will be held within my online booking system which is stored on a password safe computer and system. No information will be shared unless required for the safety of the client, due to safeguarding concerns. Email addresses will be added to my mailing system if agreed during the consultation form completed on booking. Clients can unsubscribe at any time by clicking on the link in all emails.

## **Feedback**

Abi Fenton is open to positive and constructive feedback. Please speak as soon as possible to Abi if you have any feedback to share so that she can take on board what has been shared. Please do not hold onto this feedback till your last session when nothing could be done to improve session experiences or discuss your feedback further.

## **Accepting terms and conditions**

I accept that I have read and understood the terms and conditions for the group reiki sessions by clicking the corresponding box on booking.