**Policies & Procedures**

**Non-discriminatory**

• I do not discriminate on the basis of age, appearance, attire, creed, disability, economic status, education, gender, handicap, intelligence, neighborhood, personal preferences, political preferences, primary language, profession, race, religion, residence, second language, social status, speech or weight

**Financial**

* Sessions are available on an individual basis, or in packages discounts are available (see current price list on web site, or brochure with listed services).
* Payment is expected at time of service unless other arrangements have been made prior to appointment.
* Payment is accepted via PayPal, Credit or debit card, Check or Cash.
* Fee for Returned checks is $35.00
* Cancelation policy, Please give 24hr notice when cancelling appointments,
* Fee for cancelations less than 24 hrs. $35.00.
* All services are alternative, and are not billed to or covered by any insurance.
* There are no refunds given for completed sessions, & session packages are non-refundable.
* Packages may be split anyway the purchaser chooses.

**Client responsibilities**

* Call at least 24 hours in advance for cancellation or to reschedule.
* Late arrivals may receive shortened sessions to accommodate other scheduled clients.
* A No-Show is assumed 15 or more minutes past scheduled time without prior notification.
* Anyone under 18 must have a consent signed by parent.
* Parents are welcome to observe sessions.
* Clients may bring a guest to their session however to protect client confidentiality guests must also sign an informed consent.
* Not responsible for clients under the age of 18 before or after scheduled sessions.
* **All new clients must review the Prelude to Receiving Raindrop Technique, and or *“A Statistical Validation of Raindrop Technique”* By Dr. David Stewart, and provide informed consent prior to receiving Raindrop, Emotional release or Vita Flex with Oils.**

**Reporting Abuse**

* If there is strong suspicion a client is being emotionally, mentally, physically or psychologically abused, I am required by law to report that abuse to authorities.

• If there is strong suspicion a client is abusing someone else I am required by law to report that abuse to the authorities.

• If there is strong suspicion an animal is being abused, I will report this to the proper authorities.

**Illegal Activities**

• If a client reports they have engaged or are engaging in illegal activities, I am required by law to report these activities to the proper authorities.

• If a client reports they have knowledge of a criminal activity, I am required by law to report this activity and name them as the source unless they report it themselves.

**Client information**

* Informed consent and preference notes will be kept in a client file confidentially.
* A new informed consent must be signed after 1 year.
* Subsequently all client information will be destroyed after 1 year of inactivity.
* Client information will be destroyed in the case they are deceased.
* Anything that is said in a session is privet and confidential (unless required to report).
* All client information that is to be destroyed will be done using a paper shredder.

**Scope of Practice**

* Presentations, classes coaching about the safe use of essential oils
* Vita Flex
* Raindrop Technique
* Emotional release
* Clients may book privet sessions to receive anointing of oils through their preferred technique

**Standard of Care**

* I will coach, demonstrate, educate, empower, explain, facilitate, instruct, mentor, quiz for knowledge, supervise, teach, test for knowledge, train and tutor my clients so they are empowered to make their own decisions about their own health, nutrition and wellness.