

TERMS AND CONDITIONS of WORKING TOGETHER

www.luciehomeopathy.com

Thank you for booking a consultation with me, I look forward to joining you on your journey to a better health and well-being.

By booking an appointment with Lucie Homeopathy you agree with the terms and conditions set out below.

BOOKING and PAYMENT:

I am in the UK so when you book your appointment from a different country/time zone, the booking system automatically adjust so you should be able to see my availability in your time zone. For UK clients I ask for a bank transfer. For overseas clients I process the payment straight after the consultation via a payment portal Fresha, through which a request will be sent to you via SMS and all you have to do is follow the instruction and link to set your account up and put your card details in (this takes a few minutes).

CANCELLATIONS:

Please give me 24 hours notice of your cancellation. My booking system is set up so that you can cancel or reschedule your booking as long as it is more than 24 hours ahead. If there is an emergency and you need to reschedule less than 24 hours before the appointment, please email me directly and we can discuss other options.

THE CONSULTATION:

The consultation will take place at the time arranged. I would very much appreciate that you 'arrive' on time, as I will most likely have another client booked in after you and will have to finish on time so they don't have to wait.

You will receive a Zoom link after your booking has been confirmed. The link will take you through to my personal meeting room. If you have not used Zoom before, you will have to download the app, which takes a few minutes, so please account for that and give yourself plenty of time before the scheduled appointment time.

If, for any reason, you are having difficulty with the app, please get in touch asap so we can find another way of connecting.

CONTACT BETWEEN CONSULTATIONS:

I may ask you for email updates in-between consultations.

This will be discussed at your consultation.

REMEDIES AND WHERE TO GET THEM:

If you are in the UK, I will post your remedy to you within 48 hours after the consultation.

If you are abroad, I will email your prescription and a contact/link to where you can purchase the remedy from, unless you already have it. If you have any issues sourcing the required remedy, please let me know asap so I can help you sort it out.

HOMEOPATHY ALONGSIDE MAINSTREAM HEALTHCARE:

Homeopathy works very well alongside conventional medicine.

I will not ask you to come off any medications during your treatment, however you may be asked to go to your GP for additional health checks to see if the medication is still required/ or needs adjusting.

Should you want to be aiming to come off your medication, it will require team work between myself (homeopath), you and your GP.

IF YOU NEED AN EMERGENCY MEDICAL ASSISTANCE PLEASE CONTACT YOUR GP OR EMERGENCY SERVICES.

I CANNOT PROVIDE EMERGENCY CARE.

EMAILS:

When you book a consultation with me, I will be communicating with you via email provided. I will also add your email to my own client list so that I can contact you about your consultations, about news and other interesting topics relating to homeopathy. You can unsubscribe from this list at any time.

The Homeopathic consultation is an exchange of information in order to facilitate the assessment of the client's situation and start the homeopathic process to support and encourage healing.

Homeopathy does not 'treat' an 'illness label', instead it serves the whole person by supporting and stimulating their body's natural ability to heal and to regain balance in health and in the process of doing so the symptoms experienced may be shed.

PRIVACY POLICY:

I take privacy of my clients very seriously and this privacy policy sets out how I deal with your 'personal information'.

In order to treat you, I will need some information provided by you (the client), which may include: name, date of birth, home address, email address, telephone number, medical history.

I am required by law to keep your consultation notes for 7 years.

All my patients notes are filled in a secure and locked cabinet in my office.

These Terms and Conditions have been updated:

9th April 2021 by Lucie Groves