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## DISCLAIMER

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### BACKGROUND:

This Disclaimer applies to all information on this website ([www.thenaturalwaytoheal.com](http://www.thenaturalwaytoheal.com)) together with all services, products and courses offered.

### 1. Information About Us

- 1.1 My Site, [www.thenaturalwaytoheal.com](http://www.thenaturalwaytoheal.com) is owned and operated by Jenny Rose.
- 1.2 I am a member of the British Register of Complementary Therapists.
- 1.3 If you wish to contact me, you may do so by telephone on 07598 938299 or by email at [jenny.rose5@btinternet.com](mailto:jenny.rose5@btinternet.com).

### 2. Wellbeing, Health and Safety

- 2.1 I encourage you to seek medical or veterinary advice from a qualified doctor, vet or other relevant health professional in the case of a serious illness or condition.
- 2.2 No service, course or product offered by me is intended, in any way whether explicit, implicit, or by interpretation to be a substitute or replacement for medical or veterinary care;
- 2.3 The methods used by me should be understood as being part of a holistic wellbeing treatment plan;
- 2.4 When working with me, I will advise you to tell me of any special physical, medical, mental health, psychological, emotional, or other requirement, problem or condition of which you are aware which might be relevant to you participating in any one session;
- 2.5 I may discuss with you any such matter referred to in 2.4 above that you tell me, and if I do so may inform you that I have decided not to proceed because of the particular requirement, problem or condition in question. If I do agree to proceed, however, you must act in accordance with any instructions provided by me relating to the matter; and
- 2.6 Techniques provided by me and information on this Site, do not constitute medical or veterinary advice.

### 3. Services Offered

- 3.1 I offer holistic energetic healing for the following types of problems and conditions: major back pain, migraines, unexplained body pain, gynaecological issues including infertility, life-limiting conditions.
- 3.2 I agree to provide sessions for you at the agreed times and days. It is not possible to determine at the outset how much therapy you will require. Where I consider it necessary or helpful, I will at the appropriate time recommend you to contact other professionals with a view to providing you with help supplementary to, or which suits your needs better than my services.
- 3.3 Period of sessions: I will provide individual therapy for you for a session period of up to 60 minutes (or any other period that I agree with you).
- 3.4 Cost: the charge for a 30 minute session is £42.00.
- 3.5 Payment: full payment must be made within 24 hours following each session.
- 3.6 Your Progress: whilst I will use my reasonable endeavours to ensure that you make satisfactory progress, results will be different for each individual depending on various factors including, without limitation, number and frequency of sessions and any preparation, activity or action undertaken by you which is suggested by me.

- 3.7 Satisfactory progress in relation to any particular problem, condition, issue or other circumstance (or resolution of it) cannot be guaranteed, and I make no warranty or representation that any particular progress or result will be brought about as a result of me providing or you taking part in any session(s).
- 3.8 Cancellation: if you are not available for a session for any reason it is solely your responsibility to let me know 24 hours before the start of a session. If you cancel more than 3 times, I reserve the right not to go any further with your treatment.
- 3.9 Punctuality: I expect you to be ready for a session at the scheduled start time.
- 3.10 Materials: I may make suggestions or recommendations as to any materials or items that you should read, use, purchase or otherwise acquire where I think it necessary or helpful for you to do so but I am not responsible for obtaining or providing any materials or items for you, or for the costs thereof.
- 3.11 Tasks and exercises: at the end of a session, I may give you tasks, exercises, actions or activities to carry out, and I will usually recommend that you should complete them prior to your next session.
- 3.12 Records: you should provide and maintain a diary in the form of a notebook in which you can make notes, setting out any useful or necessary information in connection to your work with me.

#### **4. Our Liability to Clients**

- 4.1 I will be responsible for any foreseeable loss or damage that you may suffer as a result of my breach of this Disclaimer or as a result of my negligence. Loss or damage is foreseeable if it is an obvious consequence of my breach or negligence or if it is contemplated by you and I when our agreement for therapy is created. I will not be responsible for any loss or damage that is not foreseeable.
- 4.2 Nothing in this Disclaimer seeks to limit or exclude my liability for death or personal injury caused by my negligence.
- 4.3 Nothing in this Disclaimer seeks to exclude or limit your legal rights as a consumer. For more details of your legal rights, please refer to your local Citizens Advice Bureau or Trading Standards Office.

#### **5. How I Use Your Personal Information (Data Protection)**

We will only use your personal data as set out in my Privacy Notice.

#### **6. Other Important Terms**

- 6.1 I may revise this Disclaimer from time to time in response to changes in relevant laws and other regulatory requirements. If I makes changes, I will give you reasonable advance notice of the changes and provide details of how to cancel if you are not happy with them.
- 6.2 This Disclaimer and the relationship between you and me (whether contractual or otherwise) shall be governed by, and construed in accordance with, the law of England & Wales.
- 6.3 As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in this Disclaimer takes away or reduces your rights as a consumer.
- 6.4 As a consumer, any dispute, controversy, proceedings or claim between you and me relating to this Disclaimer, or the relationship between you and me (whether contractor or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.