



CLIENT INFORMATION:

YOUR TREATMENT:

I will bring everything needed to create a relaxing environment in the comfort of your own home. I will provide the massage table, linens, towels, oils, music and bolsters/cushions to support your body comfortably – please note that I may ask to use an extra cushion or two of yours if required.

I will require a suitable space to set up and work within (at least 1.5 x 3 metres) and I will need somewhere to wash my hands both before and after your treatment.

The oils I use are supplied by Neals Yard Remedies – if you have any skin sensitivities I will use a base oil (either grapeseed or Jojoba) without any essential oils. A specific oil that is safe to use during pregnancy will be used for all pregnancy treatments.

Holistic facials will be tailored to your skin type using Neals Yard Remedies products.

I will do everything I can to bring some well deserved rest and relaxation into your body and mind.

If you can think of anything else that may enhance your experience please do say and I'll do my best to accommodate you.

BOOKING POLICY:

You may book your appointment by contacting me directly, or by downloading the Fresha app by following the Book Online button on my website. Fresha is the booking and scheduling software used by Waseley Wellbeing, therefore when you book an appointment directly with me, you are agreeing that you consent for your contact details to be put onto Fresha booking in order to confirm your appointment and to communicate important information about your appointment.

You may receive messages directly from myself and from Fresha, we both adhere to GDPR guidelines. Please refer to the GDPR section on www.waseleywellbeing.com to see how your information will be stored. Please refer to [Fresha Privacy Policy](#) to see how Fresha stores and uses your data.

Michelle Payne
Waseley Wellbeing
07530 980 459
www.waseleywellbeing.com

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Fresha and Waseley Wellbeing take security and data protection very seriously. Your data is your data (not ours) and will not be shared with anyone or any third parties. All user data input onto Fresha is securely backed-up every 5 minutes on Fresha's encrypted cloud database, the system uses SSL security and the hardware has top of the range firewalls. If you complete any electronic consultation forms they will be stored by Fresha and Waseley Wellbeing, if you complete paper consultation forms they will be stored securely by Waseley Wellbeing. We are doing everything we can to protect your data, however unfortunately nothing is 100% secure, therefore if you are not happy to share your data with Waseley Wellbeing and Fresha it is your responsibility to advise me upon booking your appointment. Waseley Wellbeing will not be held liable for any data leaks that occur due to Fresha.

DEPOSIT:

You will be asked to pay a 50% deposit in order to confirm your appointment, or you can pay for your appointment in full if you prefer.

Deposits and payments may be sent by BACS, Cash, Paypal or Fresha booking software.

BACS is preferable, here are the account details:

Michelle Payne
30-96-12
22406868

CANCELLATION POLICY:

Please give 48 hours notice if you do need to cancel or reschedule your appointment, any cancellations made after this time will incur a 50% charge.

HOLISTIC THERAPY:

Holistic therapies can provide you with a lovely feeling of relaxation, which may help to enhance your overall well-being. Holistic treatments are wonderful as they may bring comfort and calm into your body and mind which may help to release emotional blockages, stress, and tension.

I am specifically trained to work holistically, which means that I aim to encompass each element of you, mind, body, and spirit. With this mindset, I will work alongside you and concentrate on tailoring an individual treatment plan for you, based upon you and your requirements.

Here are some of the physical and psychological benefits that you may receive from receiving holistic treatments.

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- Stress reduction
- Encouraged lymphatic drainage
- Improved skin condition
- Improved circulation
- Aided concentration
- Assisted mobility
- Cleansed toxins
- Pain relief
- Increased blood to the skin
- Improved mental wellbeing
- Increased blood to muscles
- Emotional releases
- Encouraged recovery and repair within muscles
- Relaxation
- Released adhesions within muscles
- Released endorphins
- Balanced energy
- Improved posture
- Heightened awareness

Please be advised that I highly recommend that you consult with your GP/Healthcare provider before receiving holistic treatments, particularly if you have any existing health conditions that could be exacerbated by receiving treatments.

CONSULTATION:

I will carry out a full consultation with you to ensure that the treatment plan that we agree upon is tailored to you and your specific needs. The consultation form will be sent to you electronically prior to your appointment, you do need to set up a Fresha account in order to complete this document.

We will discuss your medical conditions and hopes/requirements for your treatment in detail before I begin your treatment. If you are unable to complete the electronic consultation document, I will bring the paper version to your appointment and we will complete it face to face.

Please note that it is preferable that you complete the electronic document as here at Waseley Wellbeing I am doing what I can to protect the planet and to reduce our carbon footprint. Thank you for your understanding. Your consultation is an opportunity for you to discuss any issues you may be experiencing, physically, mentally and/or emotionally, it is also an opportunity to ask any questions about your treatment and to discuss what outcome you are hoping for.

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POTENTIAL SIDE EFFECTS:

As holistic treatments are stimulating the body's autoimmune response via the lymphatic and circulatory systems you may experience a reaction to the treatment known as a contra-action. This is a positive sign as it means that the body has responded well to the treatment and is cleansing itself of toxins. These side effects usually disappear after 12-24 hours and reduce in intensity as more treatments are carried out.

With all treatments there are potential associated risks. Whilst these may occur, they are extremely rare: however you should have an awareness of these before you undertake any treatment.

It is my duty to inform you of the potential risks of massage, however these outcomes are very unlikely. The thorough consultation process and high level of professional training is in place to reduce the risk of the noted potential severe reactions, and to ensure that I have the appropriate knowledge to treat you as safely as I can.

If you have any questions about the consultation process or if you would like to speak to me about your pre-existing conditions/safety to receive holistic therapy before booking an appointment, please do not hesitate to get in touch.

Please do keep us updated if there are any changes to your health in between your treatments – this includes – but is not limited to: allergies, injuries, illnesses, any new conditions, any changes to existing conditions, operations, pregnancy, changes to prescription medication. We may then request that you gain medical consent before we are able to see you.

Please note that if you have unmedicated high blood pressure, have recently had a heart attack, stroke, blood clots (DVTs) or pulmonary embolism, I can not legally treat you at this time due to the high risk of experiencing potentially serious side effects from massage.

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Details of both the possible side effects and the potential associated risks are noted below for your reference;

SIDE EFFECTS - COMMON

- Nausea
- Headaches
- Soreness/Aching Muscles
- Skin Outbreaks
- Feeling emotional
- Tiredness and/or Fatigue
- Frequent trips to the toilet
- Change in body temperature
- Runny nose, cold like symptoms

POTENTIAL RISKS – EXTREMELY RARE

- Pain sensitivity – you may experience some aching after your treatment. In some rare cases, you may also experience pinched/trapped nerves due to the muscle tissues compressing the nerve, although massage usually assists with this rather than causes it. If you do experience severe pain post treatment, please contact your GP. Please communicate throughout the treatment and if the pressure needs to be adapted, please tell me.
- Bruising or Lesions – this is more likely if you are on blood thinning medication such as warfarin.
- Bone Fractures – these are incredibly rare, but possible in the case where Osteoporosis/Brittle bone conditions are present.
- Blood Clots – this is rare but if DVT or other pre-existing circulatory conditions are present I will require medical consent before I am able to treat you.
- Infectious Conditions – please note that I follow strict hygiene protocols to help to reduce the risk of spreading infectious conditions, including viral diseases such as Covid-19.
- Temporary Nerve Damage – this is extremely rare and may be caused by inexperienced therapists working incorrectly and directly on spinal areas. Please note that I am professionally trained, and I have undergone advanced training in Anatomy, Physiology and Pathology which reduces the risk of me treating your body incorrectly.

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- Inflammation of existing health conditions – it is really important that I know about your existing health conditions so that I am able to treat you correctly according to your condition. I may have to obtain medical consent from your healthcare provider prior to treatment to ensure that it is safe to treat you if certain medical conditions are present.

AFTERCARE:

The best way to ensure that you get the best out of your treatment is to follow the therapists after care advice. I highly recommend that you [drink plenty of water](#) after your treatment and over the following days post treatment, this is vital to assist your body with flushing out toxins and to keep your body hydrated.

It is best to avoid heavy foods, avoid caffeine or any stimulating drinks, avoid alcohol and get plenty of rest following your treatment. It is always best to take your time before you drive after a holistic treatment as you may feel a bit sleepy and (hopefully) very relaxed. If you have any concerns or questions following your treatment, please do give me a call. However if you are feeling unwell or if the symptoms are severe or persist, please do seek medical advice.

I strongly advise that my clients carry out regular stretches depending on the areas that are most tight in the body. Regular stretching can really help the muscles to strengthen, lengthen and relax. Yoga and Pilates are wonderful for both the body and mind. I can help to point you in the right direction if you are interested in trying these activities either at home or in a class environment. Meditation and mindfulness are also wonderful techniques for relieving stress, anxiety and tension. If I feel there are particular stretches that may be beneficial to you, I will advise you of these after your treatment.

I hope that your treatment brings you some well-deserved rest and relaxation. If you have any questions at all, please do not hesitate to get in touch.

Michelle

Holistic Health Practitioner

Waseley Wellbeing

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