Booking your Course and Getting Insurance

As well as teaching my own courses, I am a tutor for London Therapists and also for Face the World courses. You can pay for your course online using Paypal, direct to our bank account or by cheque.   
  
Book and Pay Step by Step

 Email me by clicking the link. State which treatment or course you would like to book, along with your chosen date and I will confirm that there is a place available.

 Payment is to be made in advance. You pay 10% deposit on booking, and the balance two weeks before your course date.

 For some courses or packages priced over £260 payment by instalment prior to your course date is accepted. Email me to arrange this.

 Once you have arranged your course and the date, you will need to pay to secure your booking. We take credit card payments via Paypal, or you can pay direct to our bank account or by cheque.

 Scheduled course dates are on the home page - one to one tuition is also offered for a small extra fee.  
  
**Cancellations and Refunds**  
You may cancel your booking within 24 hours of making the original booking by calling us on 07976 610799. You will receive a refund excluding any credit card or other administrative fees, and a £20 cancellation fee per booking. Refunds will be made to the credit or debit card or bank account used to make your booking.    
  
**Exceptional Circumstances**  
In circumstances such as the loss of an immediate family member, we will offer you a transfer onto a later course date with no penalty fees. This decision is made at our sole discretion.  
  
If you fall ill with an infectious illness (such as influenza) which prevents you from taking your course then we will offer you a transfer onto a later course date with no penalty fees as long as you provide us with medical evidence.   
  
**Name Changes/Transfer of Place to Another Student**  
Names of students may be changed on payment of a fee of £20 per student, per booking up to the day before the scheduled booking.   
  
**Course Transfers**  
The following charges will apply if you wish to transfer your booking to a later course date:

 A £40 re-booking fee will apply

 If you have purchased your course at a discounted price you will have to pay the the full course price.

 The choice of course date must be specified at the time of transfer, or the instruction will be considered a cancellation.

 The option to transfer a course date can only be used once, after which any additional request will be considered a cancellation. All outstanding payments will remain due, irrespective of the number of working days notice given for the cancellation.  
  
**Course Dates and Venues**

 In the event that reiki-energy cancels a course and cannot offer an alternative in respect of that course, a full refund will be offered. Courses are never cancelled due to low numbers, but this may occur due to circumstances outside anyone's control such as bad weather or tutor illness.

 Travel or accommodation expenses are not normally reimbursed, and refunds are not offered to students who cannot make their course for reasons such as adverse weather conditions, flooding or industrial action. If you contact us as soon as you reasonably can, we will offer you a place on a later course but this is at our sole discretion.

 We cannot guarantee course numbers and you may be the only student on a course. We never cancel due to low numbers. If you are one to one then the course will go ahead and the teacher will supply a model if possible. However you may wish to bring a model with you on any of our courses.   
  
**Late Attendance**  
You are accepted onto a course on the understanding that you attend on the date and at the time specified in your confirmation email. Classes will commence promptly at the time stated, irrespective of whether all students are present, and are not delayed for late-comers. The Tutor is not responsible for repeating notes or stages missed, and can refuse to admit you at their discretion. That said, if you are running a little late on the day do please phone and the tutor will be flexible and accommodate you if they can.   
  
**Diplomas**  
Paying for and/or attending a course does not guarantee the awarding of a diploma or certificate. Diplomas are gained by fulfilling the criteria set out by reiki-energy and its accrediting bodies, and the awarding of diplomas is at the discretion of the tutor. If you do not succeed in gaining your diploma on the day, the tutor may offer you extra tuition or another chance to take the assessment but this is at the tutor's discretion.   
  
If you lose your original diploma a replacement can be issued, at our discretion, as long as you can confirm the date(s) you attended your course. An admin fee of £5.99 per diploma (inc P&P) is payable.  
  
**Other Terms**  
1. The use of camcorders, mobile phone cameras and audio equipment during a class is not permitted.    
  
2. All courses, fees and discounts are subject to change without prior notice.  
  
3. Students unable to understand or speak English will be permitted to attend courses with the assistance of a suitably qualified interpreter. The student is responsible for this expense, and private tuition only is available in this circumstance.  
  
4. These conditions form the main part of the contract between reiki-energy and the Student.   
  
5. Students can expect a response to email and telephone enquiries within a maximum of 48 hours.  
  
**Disciplinary**  
If any student behaves improperly on the tutor's premises, either before or during an assessment, or damages or removes any equipment belonging to the tutor, they will be asked to leave immediately and no refund of fees will be given.  
  
  
  
**Practitioner Insurance** All of our courses are insurable for professional practice unless they are marketed as such, e.g. 'Couples Massage' or introductory courses for use with friends and family only. Please email or phone if you are unsure about whether a course is suitable for professional use and we will be pleased to guide you. Local councils can impose local licensing rules which restrict the practice of any trade as they see fit - we have no control over this and you should check any rules in force in your area before booking a course.   
  
Accredited professional courses are recognised by major professional bodies such as the CMA, Professional Ethical Practitioners, The Beauty Guild, the Guild of Holistic Therapists , Professional Ethical Practitioners and IPTI.   
  
If you wish to do so, you can also gain insurance for professional practice through [Westminster Indemnity](http://insurance-reiki-energy.co.uk/) who have an exclusive offer for our students! Do shop around for the best deal for you.   
  
If you are qualified and insured with other professional bodies or insurers for other therapies you have studied then you may be able to add your training with us onto your existing policy. You must check direct with them. We have made good arrangements for our students with our own membership bodies and insurers - but other training schools and membership organisations make their own rules which are less flexible than our own!

Privacy Policy

This is Reiki Energy's privacy policy, we are located at 40 Changegate, Haworth, West Yorkshire BD22 8EB and you can email us at reikienergia@icloud.com or by clicking the 'email' link on the sidebar. This privacy policy explains how we use any personal information we collect about you and why we collect it.  
  
What Information Do We Need?  
We need your contact details, your: name, phone number, address, postcode and email address. We will also need information about your age and health in order for a treatment or training course to go ahead. If you are training with us we will also need information about the model's age and health.   
  
Why Do We Need It, How Will We Use It and How Long Will We Retain It?  
We need all the details above in order to ensure that it is safe for us to provide the treatments you may ask for and also for insurance purposes. We will store your information for 7 years after the date of your treatment, or for 7 years after you have reached the age of 18 if you are/were under 18 when your treatment took place. Our lawful basis for processing this personal information is ‘contract’, this means that we have a legal reason to ask you for your data because we need it for contractual reasons. You do not have to share your personal data with us, but if you do not we cannot offer you a treatment or training with Reiki Energy. You must fulfil your side of the contract (share your personal information) in order for us to fulfil ours (carry out treatment).  
  
Marketing  
We would also like to send you information about the products and services we offer using the information you have shared with us, but you do not have to agree to this for treatment to go ahead. If you agree to being contacted for marketing purposes using the following methods please tick the relevant boxes to give your consent. You may withdraw this consent at any time by emailing us at reikienergia@icloud.com, by clicking the 'email' link on the sidebar or by calling us on the number given.  
  
Post Email Phone SMS Automated Phone Call  
Will We Share Your Information?  
We will not share your information with anyone outside of Reiki Energy.  
  
Who Can I Complain To If I Feel You Are Not Handling My Data Correctly?  
Please contact us if you have any questions about this privacy policy or the information we hold on you, you can do this by email (reikienergia@icloud.com or click the link on the sidebar) or post (40 Changegate, Haworth, West Yorkshire BD22 8EB). If you believe we are not handling your data correctly you have a right to make a complaint, this should be sent to us using the above contact details. If you are unhappy with our response you should then contact the ICO (independent commissioner’s office) by contacting them or using the following web page https://ico.org.uk/concerns/ .

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Clinic Location

Haworth  
West Yorkshire

[**07976 610799**](tel:07976610799)

[**Click here to email**](https://www.reiki-energy.co.uk/phdi/p1.nsf/supppages/3474?opendocument&part=c)

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