

Healing Through Balance, LLC
214 Main Street, Box 451
El Segundo, California 90245

admin@healingthrubalance.com
310-322-1049

Bringing Balance to the Mind, Body, and Spirit

Office Policies for Energetic Healing Sessions

What to expect:

Prior to your first session, we will go over the Intake form that you have filled out and I will ask additional questions as needed to make sure I fully understand your specific situation. If needed, we will also review the Rights and Responsibilities statement and these policies to ensure we both understand what each of us expect for the Energetic Healing sessions.

During the session you are only expected to relax. A massage table is available to rest on and is the preferred location for Energetic Healing sessions. If you cannot lie on your back for the session, we can use a chair instead. There is no need to disrobe like might be needed in a traditional massage and no physical contact is necessary though I may sometimes request contact to aid the energetic connection or direct healing energies.

I have no preference regarding talking during sessions. If you feel like talking please do ... I find that frequently when we need to talk, that is how we are processing the movement of the energy within the body. If you have specific physical complaints I will address those during the session and let you know if I am able to determine any reasons for blockages in the area. I do expect that you will let me know if you feel any physical or emotional discomfort so that I may address it right away.

All communications between us during the session are strictly confidential (unless disclosure is required by law). I abide by the IARP (International Association of Reiki Practitioners) Code of Ethics and this code is posted in my office.

I also may incorporate the use of crystals, sound (singing bowls or tuning forks), or aromatherapy during the session. There is no additional charge for the use of these items.

Specific Policy Information

Session Policies:

- I reserve the right to refuse to perform Energetic Healing on any person for any reason, especially if I believe they are under the influence of alcohol or any drug.
- Harassment in any form will not be tolerated and if I feel my safety may be compromised (based on my sole discretion) the session will be ended immediately and the session charge will be prorated to cover only the work performed.



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Appointment Policies:

- Sessions are 30 or 60 minutes in length and I allow for an additional 15 minutes to discuss any issues before and/or after your session. Your first session will include an additional 15 minutes (30 minutes extra in total) to allow for the review of forms and policy statements.
- If you are late for a session, the scheduled appointment time slot will remain in effect, shortening your session time with no prorating of my fee.
- If I am late for your session the full appointment time will remain or the session will be discounted.
- If you do not show up for a scheduled appointment, no future appointments will be accepted without prepayment through PayPal or Square via an emailed invoice.
- If you need to cancel an appointment, you must do so the day prior to the appointment to avoid being charged. Same day cancellations will result in charge for a partial fee of \$15.00 for a 30 minute session or \$25.00 for an hour long session. "No shows" without any notice will be charged for the full appointment time. Allowances for emergency situations will be made at my discretion.
- If I need to cancel an appointment I will do so within 24 hours whenever possible. If I am unable to give a 24 hour notice your next session will be 25% off.
- I do not make house calls. If you are unable to visit my office, please consider a distance session via telephone as an alternative. It is at my discretion whether or not this may be used as an option if you must cancel/reschedule less than 24 hours prior to a scheduled appointment.
- I see clients in the office by appointment only between Noon and 7:00 pm on most weekdays (Tuesday through Friday) and occasionally on Saturdays. Appointments outside those times can be discussed on a case by case basis but I make no guarantee as to availability. I do not usually schedule new client appointments on weekends but may consider late evening appointments.
- I may agree to perform an Energetic Healing session for a pet in your home if you live within 15 miles of LAX **and** the animal is not aggressive or overly nervous. Since many animals are unnerved by energetic healing, I strongly recommend distance sessions with a follow-up call to their guardian afterward.
- If I agree to a home session for a pet and subsequently determine an animal to be too aggressive or nervous to work with directly, the session will be ended immediately and the remainder of the session will be performed as a Distance session at a later time with a follow up by telephone.
- All phone calls will be returned as soon as possible but usually no later than one business day after you leave a message on weekdays. Phone calls with a message left on weekends or Monday will not be returned until Tuesday after my office hours.
- I will note any vacation times on my website and in my outgoing voicemail message. I generally will not return calls during my vacation periods.

Fees:

- A fee schedule is posted on my website ... www.healingthrubalance.com ... current fees are \$59 per 30 minute session, \$109 per 60 minute session, and \$85 for each animal session.
- Payment is due at the time of your session for office visits. Payment is due prior to any distance sessions arranged through my online shop or via an invoice that I will email the previous day. Please see my website for additional information on my terms and conditions and my privacy policy.
- I accept cash, checks, and credit card payments. I do not provide billing for clients or for insurance purposes but will be happy to provide a receipt should you request one. Returned checks will result in a \$20 fee in addition to any bank fees charged and a refusal to accept checks from the individual in the future.



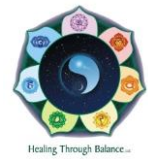
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Professionalism:

- Personal and professional boundaries will be adhered to at all times.
- I customize Energetic Healing sessions for each client and will offer suggestions or referrals for issues I am not trained or qualified to handle.
- All clients will be treated with respect and compassion regardless of their age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health, or personal habits.

Disclaimers:

- I am a registered member of the International Association of Reiki Professionals (IARP) and adhere to their stated Code of Ethics.
- The State of California does not require certification or licensing of Reiki/Energetic Healing practitioners. Reiki/Energetic Healing is considered by the State of California (and the medical community in general) to be a complimentary or alternative therapy.
- Reiki/Energetic Healing is one of many energetic healing modalities that are non-invasive and require no physical contact between practitioner and client. Regardless, it is possible that complications from an Energetic Healing session may occur. Moving energy within the body and clearing blockages can occasionally lead to physical effects or emotional upset. If you agree to an Energetic Healing session, it is your responsibility to follow through and contact me if there are any issues that create any discomfort so that any energetic blockages that may have occurred after your session can be addressed.
- With regard to animal Energetic Healing sessions, I do not work with aggressive or overly nervous animals. I reserve the right to refuse to perform Energetic Healing on any animal for any reason, especially if I believe they may become aggressive toward me. If I feel my safety may be compromised (based on my sole discretion) the session will be ended immediately and the remainder of the session will be performed as a Distance session at a later time.
- Products offered for sale in my office or online store are not intended for use to diagnose, treat, cure, or prevent any disease and their use has not been evaluated by either a medical professional or the Food and Drug Administration.
- Use of any of the products offered in my office or online store is at your own risk and you bear full responsibility for understanding and following all warnings and cautions including but not limited to the potential for any allergic reactions, as well as speaking to a physician about any medical condition prior to using (or during / after use of) any of these products and whether or not they are appropriate for your use.
- All products offered in my office or online store are for external use only, should never be ingested, and there is no guarantee or warranty, implied or otherwise, that any product will provide the desired results.
- Healing Through Balance does not provide medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.



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Privacy Policy:

Information collected:

- I need your phone and/or email address to contact you regarding scheduled Energetic Healing appointments, and to deliver any astrological charts/reports or Light Language grids. If you wish to be on my mailing list I also need your mailing address.
- Additionally, all the information requested on the New Client Intake form is collected for both office visits for Energetic Healing appointments and Energetic Healing distance sessions over the phone. If you wish to pay by check in the office I will also need your home address.
- If you request any astrological reports I will need birth date and birth location (city and state) information for all persons that the charts relate to in order to generate them.
- For Light Language Grids I need the basic intent of the grid, but may also need some background information as well. For the service grids I will need a focused intent and a description of the community involved.

How Information is used:

- As a registered member of the International Association of Reiki Professionals (IARP) I maintain confidentiality between practitioner (myself) and client (you).
- I keep all forms and other documentation under lock and key and all computer files related to clients have been secured on physical drives ... I do not use cloud storage of any type.
- I do not partner with any other individuals or companies so the information you share stays with me unless I am required to disclose it to law enforcement or a court of law.

Terms and Conditions:

- By purchasing one or more of my services you agree to provide the necessary information in order for me to perform those services. You also agree that the transaction for a service does not begin until I have all needed information and the transaction will be considered complete once the service is performed and/or any files/documents have been delivered to you. I reserve the right to request additional information or clarification if needed prior to delivery of any files/documents.
- Sessions in my office are by prior arrangement only (eg, scheduled appointments) that can be made by phone at (310) 322-1049. This line is not tended or monitored so be sure to leave a message if I don't answer.
- Energetic Healing will be made available to children under 18 **only** with parental consent as indicated by the parent's signature on the New Client Parental Consent form.
- Astrological charts/reports are generated and will be emailed to you as soon as they are complete, usually within 2 business days after I've received all relevant information.
- Light Language grids can take up to 3 weeks to complete and activate after I have all the necessary information. The grid(s) will be emailed to you once they are finished and are active.
- Healing Through Balance, LLC will not in any way be held responsible for any issues that may arise due to any client who fails to consult the appropriate health authorities with respect to their individual health care prior to accepting any Energetic Healing or use of any of our products.



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These Policies are effective until terminated by Healing Through Balance, LLC. This agreement will terminate immediately, without notice and at the sole discretion of Healing Through Balance, should you fail to comply with any term or provision of this agreement.

Healing Through Balance, LLC reserves the right to change these policies at any time. If policy changes are made, you will be provided a new copy at your next office visit. You may also view all current policies at www.healingthrubalance.com/forms-policies.html

If any provision of these terms is held to be invalid or unenforceable in whole or in part because it is overbroad, that provision shall not be void but rather shall be limited only to the extent required by applicable law and enforced as so limited. Further, such invalidity or unenforceability shall attach only to such provision or part thereof and the remaining part of such provision and all other provisions hereof shall continue in full force and effect. The parties expressly acknowledge and agree that this Section is reasonable in view of the parties' respective interests.



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