



Health & Safety Policy – Vitality Balance

Last updated: March 2026

1. Purpose

This policy outlines the approach taken by Vitality Balance to ensure the safety and suitability of clients receiving wellness services.

The aim is to ensure treatments are provided responsibly, safely, and in accordance with good professional practice.

2. Services Covered

This policy applies to services offered by Vitality Balance which may include:

- Vitamin injection therapy
- Reflexology
- General wellness services

3. Client Health Assessment

Before receiving treatment, clients may be required to complete:

- A health questionnaire
- Medical history form
- Consent documentation

This information helps determine whether a treatment is suitable and safe for the individual client.

4. Honest Disclosure

Clients must provide accurate and complete information about their health, medications, allergies, and medical history.

Failure to disclose relevant health information may increase risks associated with treatments.

5. Suitability for Treatment

Vitality Balance reserves the right to decline or postpone treatment where:

- A treatment may be unsafe
- A medical condition requires GP or specialist guidance
- The client appears unwell or unsuitable for treatment
- Adequate health information has not been provided

6. Informed Consent

Before receiving any treatment, clients will be asked to provide informed consent.

This means clients confirm they:

- Understand the treatment being offered
- Have had an opportunity to ask questions
- Understand potential risks and benefits
- Agree to proceed voluntarily

7. Hygiene and Infection Control

Vitality Balance follows strict hygiene and infection control practices including:

- Use of sterile single-use equipment where required
- Safe disposal of sharps
- Hand hygiene and sanitisation
- Clean treatment environments

8. Adverse Reactions

While treatments are generally well tolerated, reactions can occasionally occur.

Clients should inform Vitality Balance immediately if they experience unusual symptoms during or after treatment.

Appropriate steps will be taken to ensure client safety.

9. Age Restrictions

Services provided by Vitality Balance are intended for individuals aged 18 years or older unless otherwise assessed as appropriate.

10. Contact Information

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