

STANDARDS AND CONDITIONS

Bowen Therapy, Scar Therapy & Manual Therapy

Practitioner: Stella

Business: e a s e | Bowen Technique Bristol

Website: www.bowentechniquebristol.com

Location: Bristol, UK

1. Professional Standards and Scope of Practice

I aim to provide a safe, respectful and supportive environment in which clients can explore their wellbeing and receive appropriate treatment.

I practise within the limits of my qualifications, training, professional experience and insurance. I undertake relevant continuing professional development and follow the professional standards and ethical guidance applicable to my practice as outlined by the Bowen Association UK.

Bowen Therapy and scar therapy are complementary approaches. They do not replace medical diagnosis, emergency care or treatment provided by an appropriate healthcare professional.

I do not diagnose medical conditions, prescribe medication or promise specific treatment outcomes.

Where a client's symptoms, medical history or presentation fall outside my scope of practice, I may recommend that they seek assessment from their GP or another suitably qualified healthcare professional before proceeding with treatment.

2. Client Health History and Initial Assessment

Before treatment, clients are asked to provide accurate and relevant information about their health, medical history, current symptoms, medication, previous surgery and any other factors that may affect their suitability for treatment.

This information allows me to consider potential contraindications, adapt the treatment where appropriate and identify circumstances in which medical advice may be required.

Clients are responsible for informing me of any relevant changes in their health before or during subsequent appointments.

Please disclose relevant conditions, including recent injuries or surgery, osteoporosis, vascular conditions, pregnancy, significant changes in sensation, and any other health concerns that may affect treatment.

Providing health information does not guarantee that treatment will be appropriate. I reserve the right to postpone, modify or decline treatment when it is not considered suitable or safe.

3. Informed Consent

Before treatment begins, I will explain the nature of the proposed treatment, what it involves and any relevant considerations. Clients are welcome to ask questions at any time.

Consent is voluntary and may be withdrawn at any point during a session. Clients may request a pause, a change of technique or an end to treatment without needing to justify their decision.

Treatment may involve gentle hands-on contact, and some techniques may require access to particular areas of the body. I will explain this beforehand and respect the client's privacy, comfort and personal boundaries.

Clients are not required to undress beyond what is necessary for the agreed treatment. Appropriate draping and professional boundaries will be maintained.

Manual therapy may occasionally be followed by temporary soreness, tenderness, fatigue or changes in symptoms. Although treatment is adapted to the individual, adverse reactions cannot be entirely ruled out. I will discuss relevant risks and precautions before proceeding.

4. Scar Therapy and Post-Surgical Treatment

Scar therapy is adapted to the individual, taking into account the location, age, condition and sensitivity of the scar, as well as the client's stage of recovery.

Scar therapy will only be undertaken when the scar is fully healed and treatment is considered appropriate. Open wounds, suspected infection and other concerning symptoms require appropriate medical assessment before treatment.

Clients should seek advice from their GP, surgeon, midwife or another appropriate healthcare professional if they are uncertain whether their scar is ready for treatment.

Scar therapy is a complementary intervention and does not replace post-operative care, medical assessment or rehabilitation prescribed by a healthcare professional. It cannot guarantee changes in scar appearance, pain, sensation or mobility.

5. Treatment Outcomes and Client Responsibilities

Every client is different, and individual responses to treatment vary. Some clients may notice changes after an initial session, while others may require further assessment or a different approach.

No particular result, timescale or number of sessions can be guaranteed.

I will aim to explain my recommendations clearly and discuss the potential benefits and limitations of treatment. Clients remain free to decide whether to continue.

Where appropriate, I may suggest self-care strategies or movement practices to support comfort and wellbeing between appointments. These recommendations are intended to complement treatment and should be followed only when suitable for the client's circumstances.

Clients should stop any suggested activity that causes significant or worsening symptoms and seek appropriate professional advice.

Please inform me of any unexpected or concerning response to treatment. New, severe or rapidly worsening symptoms may require prompt medical attention.

6. Appointments, Fees and Payment

Appointment durations, treatment fees and any package prices will be communicated before booking or treatment.

Payment is due according to the arrangements agreed at the time of booking. Where treatment packages are offered, the applicable fees, session arrangements and any expiry conditions will be explained before purchase.

Clients are encouraged to arrive on time so that the full appointment can be used effectively. Late arrival may mean that the session needs to be shortened, while the usual appointment fee may still apply.

7. Cancellations and Rescheduling

If you need to cancel or rearrange an appointment, please provide as much notice as possible.

Cancellation notice period: within 48 hours, to be notified by email, text or phone call, for a full refund. If less than 24 hours' notice is given, a fee of £25 will be applied.

Check [Alma Physiotherapy's cancellation policy](#) for treatments held within their practice.

Appointments cancelled with less than the stated notice period, or missed without notice, may incur a cancellation fee in accordance with the policy communicated at booking.

Any cancellation charge will be applied fairly and in accordance with applicable consumer law and the booking terms agreed with the client.

If I need to cancel or rearrange an appointment, I will provide as much notice as reasonably possible and offer an alternative appointment where available.

8. Confidentiality and Data Protection

I treat personal and health information with care and confidentiality.

Information collected during consultations, including health questionnaires, treatment notes and contact details, is used for purposes such as providing appropriate care, maintaining professional records, managing appointments and meeting applicable legal or professional obligations.

Personal information is handled in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

Records are stored securely, with access restricted to authorised persons. Information will not be disclosed to third parties without an appropriate lawful basis. This may include circumstances where disclosure is required by law or is necessary to protect someone from serious harm.

Clients may have rights concerning their personal information under data protection law. Further information about the collection, use, storage and retention of personal data is available in the business's Privacy Policy.

9. Professional Boundaries and Respect

I am committed to providing an inclusive, respectful and non-judgemental environment for all clients.

Clients are expected to treat the practitioner with courtesy and respect. Discriminatory, abusive, threatening or inappropriate behaviour will not be accepted.

I reserve the right to end a session or decline future appointments if professional boundaries are breached or if continuing treatment would be unsafe or inappropriate.

10. Liability and Professional Responsibility

Treatments are provided with reasonable care and skill, taking account of the information available and the client's individual circumstances.

Manual and complementary therapies have limitations and may involve some inherent risks. Clients are encouraged to share relevant health information, raise concerns and ask questions before and during treatment.

Nothing in these conditions excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, where applicable.

These conditions do not replace the practitioner's duty of care or any applicable legal or professional obligations.

11. Complaints and Feedback

I welcome feedback and aim to address concerns openly, respectfully and promptly.

If you are unhappy with any aspect of your experience, please contact me directly so that we can discuss your concerns.

Where a concern cannot be resolved informally, information about the relevant professional association's complaints procedure may be provided where applicable.

12. Agreement

By proceeding with treatment, clients confirm that they have had the opportunity to ask questions, have provided relevant health information to the best of their knowledge, and understand the nature and limitations of the proposed treatment.

Consent to treatment is voluntary and may be withdrawn at any time.

Clients acknowledge that treatment outcomes vary and that complementary therapy does not replace appropriate medical assessment or care.

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