

# THE GREENWICH NATURAL HEALTH CENTRE

## PRACTITIONER TERMS AND CONDITIONS

Effective 1<sup>st</sup> May 2021

<b>ABOUT GNHC</b>		2
	What we do	2
	Facilities for practitioners	2
	Facilities for clients	2
<b>BUSINESS MODEL</b>		3
	Sessions	3
	Rent	3
	Deposit	3
	Keys	3
	Start Up Fee	3
	Bank Holidays	4
	Central Space Rental	4
	Internet Access	4
<b>RESPONSIBILITIES</b>		
	Children in Central Space	5
	Code of conduct	5
	First Aid certification	5
	Grievance procedures	5
	Notice period	6
	Planned absence	6
	Therapies practised	6
<b>PRACTITIONER AGREEMENT</b>		7

The Greenwich Natural Health Centre Ltd (referred hereinafter as “GNHC”) is a Limited Liability Company.

Registered at Companies House: Registration number 03320094.

Registered Office: 70, Royal Hill Greenwich, London SE10 8RF.

Director: Pat Truman de Reimers.

**WHAT WE DO**

GNHC provides treatment rooms, an on line diary and appointment booking system, virtual reception services for professional therapists and seeks to promote a supportive network of practitioners and therapies for clients seeking complementary health care.

**FACILITIES FOR PRACTITIONERS**

Five therapy rooms comprising:

- Four rooms with treatment tables for body work.
- One room for talking therapies.
- A studio space for classes, workshops and talks.
- Hospital quality wipeable pillow cases, plinth rolls, hand sanitiser and antibac spray as appropriate.

Room rental includes all heating, lighting, cleaning and energy costs plus:

- Access to online Diary & Appointment booking system (Practicepal)
- Virtual reception service (Best Reception)
- Promotional portrait in Reception area (to be provided by practitioner)
- Practitioner personal profile on GNHC web site.
- Filtered drinking water.
- Sharps bins in treatment rooms.
- Regularly maintained and serviced sanitary bin in toilet.

**FACILITIES FOR CLIENTS**

- Reception and waiting area.
- Toilet and baby change area
- Stair lift, double-door access and ramps for disabled access.
- Redeemable gift vouchers for therapies.
- Filtered drinking water.

## BUSINESS MODEL

All Practitioners work on a self employed basis, renting treatment room space from GNHC.

The rooms are rented on a per SESSION basis.

## SESSIONS

Practitioners make a commitment to book regular weekly sessions (each session comprising of four consecutive working hours) called BOOKED SESSIONS and to pay rent for those sessions.

The working day is divided into 3 sessions:

- a) Morning session 08:30-12:30
- b) Afternoon session 13:00-17:00
- c) Evening session 17:30-21:30

## RENT

Room rental is A	Talking Therapies	-	£55.00 per Booked Session,
B	Body Workers	-	£60.00 per Booked Session

All rent is payable monthly in advance by direct debit (1<sup>st</sup> of the month)

## DEPOSIT

The first two booked sessions each require a deposit of: A - £220.00 and B - £240.00 (4 weeks room rental fee)

The deposit is held in a separate bank account and will be refunded (minus any outstanding money due to GNHC) if you either:

- a) Relinquish a booked session or;
- b) Cease practising at GNHC.

## KEYS

A set of keys of given to each practitioner when starting at the Centre, a deposit of £20.00 is required for each set.

## START UP FEE

New Practitioners are required to pay a Start Up fee of £60.00.

This fee is for setting up their profile page on the GNHC website, setting up their clinic diary on the on-line booking system and providing the virtual reception service with a script regarding the new practitioner, days worked, therapies practiced and fees

## **BANK HOLIDAYS**

On Bank Holidays the Centre is open for business as usual and rent for Booked Sessions is due.

## **INTERNET ACCESS**

Free internet access is provided for use by practitioners to use their own laptop, tablet or notepad (not GNHC computers) and subject to reasonable use for data downloads.

## **WORKING WEEK**

The first day of the GNHC working week is Sunday and the last working day is Saturday.

## CHILDREN IN CENTRAL SPACE

For health and safety reasons children under the age of 10 cannot be left unattended in the reception area unless accompanied by another adult.

Unaccompanied children are the responsibility of the practitioner and must be taken into the treatment room with their parent or carer.

## CODE OF CONDUCT

With regard to their professional relationship with their clients, GNHC expects all practitioners to conform to the code of conduct of the UK regulatory body of which they are a member.

Notwithstanding the aforementioned professional codes of conduct, and with specific regard to their business relationship with GNHC, we expect all practitioners to conform to the British Register of Complementary Practitioners (BRCP) Code of Ethics and Practice.

The BRCP Code of Ethics and Practice may be viewed at:

<http://www.icnm.org.uk/>

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## FIRST AID CERTIFICATION

All practitioners are required to hold current First Aid certificates. First Aid courses can be arranged by GNHC.

## GRIEVANCE PROCEDURES

Grievance procedures are in place for:

Complaints from clients (displayed in reception area).

Grievance procedure for practitioners (available from the Company Director)

## NOTICE PERIOD

One month's notice in writing is required.

## PLANNED ABSENCE

GNHC requests one month's notice in writing of planned absence by practitioners.

## PRACTITIONER RESPONSIBILITIES

- Practitioners are responsible for:
- Ensuring their Diary entries are accurate and complete.
- Liaison with their clients/patients regarding cancelling or moving appointments
- Filing their client records and notes.
- Checking their session start time on the online booking system at [www.practicepal.co.uk](http://www.practicepal.co.uk)
- Managing their own appointment deposits & payments from clients/patients.
- Leaving their room clean and tidy, emptying their bin and ready for the next practitioner,
- Managing the behaviour of children attending any appointment.
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## THERAPIES PRACTISED

Practitioners may only practise those therapies for which they hold:

1. Recognised professional qualifications.
2. Membership of a recognised UK professional regulating body.
3. Professional indemnity insurance.

The following conditions apply to any proposed new therapies:

- i. No additional therapy may be practised without prior consultation with, and the approval of, the Director GNHC.
- ii. Any proposed change to the therapies practised by a practitioner at GNHC, and subsequent Director approval, must be made in writing.
- iii. Conditions 1, 2 and 3 as detailed above are met.

I confirm I have read and agree to abide by the Greenwich Natural Health Centre Terms & Conditions.

Signed.....

Print name.....

Date.....