

Soul Resonation

CLIENT CARE, ETHICS & SAFETY POLICY

This policy applies to all services offered by Soul Resonation, including Massage & Bodywork, Facial & Skin Therapies, Thermal & Stone Experiences, Tuning Fork & Sound Therapy, Bio-Well & Bio-Cor Frequency, Guided Soul Reflection, and all other current and future offerings.



1. OUR COMMITMENT

Soul Resonation is dedicated to providing safe, ethical, professional and heart-led experiences that support relaxation, wellness, self-connection and personal transformation.



2. WELLNESS, NOT MEDICAL CARE

Our services are complementary wellness experiences. They are not a substitute for medical advice, diagnosis, or treatment. We do not claim to diagnose, treat, cure or prevent any medical condition.



3. INFORMED CHOICE & CONSENT

No service begins without your clear, informed consent. You will be provided with information to make an informed choice and are welcome to ask questions at any time.



4. YOUR RIGHTS

- You have the right to refuse, modify, or stop any session at any time.
- You have the right to be treated with respect, dignity and compassion.
- You have the right to privacy and confidentiality.



5. CONSULTATION & HEALTH DISCLOSURE

Every experience begins with a consultation. Your honest disclosure of relevant health information helps us tailor the experience to you and ensures your safety and comfort. It is your responsibility to inform us of any changes to your health.



6. SAFETY & CONTRAINDICATIONS

Each service has specific contraindications and suitability requirements. Please complete all relevant screening questions accurately. We reserve the right to decline or postpone a service if it is not safe to proceed.



7. PRODUCTS & SKIN SUITABILITY

We use high quality products and natural ingredients where possible. Please inform us of any allergies, sensitivities or reactions. While we take care in selecting products, we cannot guarantee that a reaction will not occur.



8. PROFESSIONAL BOUNDARIES

We maintain clear physical, emotional and energetic boundaries at all times. Touch is only used with your consent and is limited to areas relevant to the service you have booked.



9. COMPETENCE & CONTINUOUS GROWTH

We provide services within our scope of practice and continue to learn, train and refine our skills to maintain a high standard of care. If your needs are outside our scope, we will recommend a qualified professional.



10. REFERRAL & COLLABORATION

Your wellbeing is our priority. Where appropriate, we will refer you to other healthcare or support professionals and collaborate with your existing care providers with your permission.



11. CONFIDENTIALITY

Your personal information and session details are kept strictly confidential and stored securely in accordance with the Privacy Act 2020. See our Privacy & Client Information Policy for full details.



12. COMPLAINTS & FEEDBACK

We welcome open communication and will always do our best to resolve any concerns. If you are dissatisfied with our response, you have the right to contact the Health and Disability Commissioner (www.hdc.org.nz) or the Health and Disability Advocacy Service (www.hdcadvocacy.org.nz).



OUR PROMISE TO YOU

We hold your trust with honour. We are committed to creating a safe, nurturing space where you feel supported, respected and empowered on your unique journey.