Terms and Conditions 2021

The Practitioner

Monika Kloeckner is a qualified personal life coach ODL (Hons), a certified life purpose coach and a fully certified Angelic Reiki Practitioner qualified by the Angelic Reiki Association.

Angelic Reiki/Angelic Coaching

The frequency of sessions will be arranged between Healing Space and the client. This will be confirmed by email and reconfirmed by text message 24 hours before the session begins.

The date of the first angelic reiki/angelic coaching session will be deemed as the start of the service.

Clients are required to submit their pre-questionnaire no later than 24 hours before the session.

Third party venue

Where sessions are held in a third party venue, you agree to comply at all times with the venue's policies and rules in relation to the venue (particularly fire safety and health safety rules).

You will be asked to leave the venue if you do not comply with their policies and rules (and I shall not be obliged to refund you any amounts paid in relation to such session).

You are responsible for your own belongings that you take to a session and neither I nor the third party venue will be liable for any loss, damage, theft or destruction of any of your belongings.

Payment for Services and Cancellations

You will be asked to pay the session fee for Angelic Reiki/Angelic Coaching by bank transfer or PayPal.

At the time of making a booking you are required to pay a deposit of £ 35.00 to secure the booking, unless otherwise stated on the Healing Space website.

Deposit payments are non-refundable.

The remainder payment or full payment (whichever is applicable) has to be received by bank transfer or via PayPal at least 72 hours before commencement of an angelic reiki or angelic coaching session.

Notice of cancellations needs to be given in writing by email not less than 48 hours before commencement of treatment or coaching. Cancelled sessions will be rescheduled.

Distance Healing

Distance Healing takes place via Skype only. Full payment is required before the session begins.

The client calls the practitioner to initiate the healing session.

Abusive behaviour or language

The practitioner deserves the right to terminate the session with immediate effect. No refund will be given for the terminated session and contract will be cancelled.

Medical Care

\*The Angelic Reiki sessions offered do not replace traditional medical care by any health professional\*. Clients will be asked to consult a doctor before making a booking with Healing Space. This does not apply to general healing sessions. General healing sessions are classified as those where there is no underlying condition, such as cancer, MS or diagnosed depression by a General practitioner or specialist.

Record keeping

Your personal contact details are kept securely and any notes taken during the sessions remain property of Monika Kloeckner at Healing Space. Any session notes will be destroyed 6 months after the last session has taken place. Your contact details will be kept.

Disclosure of Records

All information will be kept confidential unless the client and therapist agree to discuss something with a third party such as your GP. Where appropriate a consent form will be used. The only reasons for breaking confidentiality would be if the therapist considered that your life was at risk, if another person’s life was at risk or if the therapist was liable to civil or criminal court proceedings if the information was not disclosed. If at all possible this would be discussed beforehand.

Access of Records

Clients can access their records by making a verbal or written request. Clients agreement and consent will be sought for the purpose of communication related to their therapy arrangement. If I experience any data breaches, I will inform you as soon as possible.