



Birmingham Holistic[®]

Health Centre

Website & Services Disclaimer

Stuart Morris – Birmingham Holistic Health Centre

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1. General Information

The information provided by Stuart Morris and Birmingham Holistic Health Centre ("we," "us," "our," or "the Centre") on <https://birminghamholistic.co.uk> (the "Site") and through our holistic therapy services is for general informational and educational purposes only. All information is provided in good faith; however, we make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability, or completeness of any information on the Site or provided during sessions.

2. Independent Practitioner Status

Please be advised that Birmingham Holistic Health Centre operates as a host facility. The therapists and practitioners operating within the Centre are independent contractors and are not employees, agents, or partners of Stuart Morris or Birmingham Holistic Health Centre.

Each practitioner is solely responsible for their own professional practice, clinical decisions, and adherence to the relevant codes of ethics established by their governing bodies.

Practitioners are independently responsible for maintaining all applicable legislation, required business licenses, and professional liability insurances to operate legally within our Centre.

3. Not Medical Advice

The holistic therapies, services, and information provided at the Centre—including but not limited to Reiki, massage, reflexology, aromatherapy, spiritual healing, EFT, NLP, Bowen Therapy, Physiotherapy, Mediumship, Infoceuticals, PEMF, Woojer Mat, and Haptic Mat—are complementary in nature. With the exception of licensed medical/allied health services (such

as Physiotherapy, where applicable), our services are strictly non-medical and are not intended to be a substitute for professional medical advice, diagnosis, or treatment.

Always seek the advice of your physician, General Practitioner (GP), or other qualified healthcare provider with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of something you have read on this Site or discussed during a therapy session.

4. No Diagnoses or Cures

We do not diagnose medical or psychological conditions, nor do we claim to prevent, treat, mitigate, or cure any physical or mental health conditions. Holistic therapies aim to support the body's natural healing processes and promote overall well-being, but they are not a replacement for conventional medical care.

5. Client Responsibility

By using our Site and booking our services, you acknowledge that you take full responsibility for your own health and well-being. It is your responsibility to inform your specific practitioner of any known medical conditions, allergies, injuries, or medications you are currently taking prior to receiving any holistic therapy. We strongly advise you to consult with your medical provider before beginning any new complementary therapy.

6. No Guarantees of Results

Because holistic therapies interact with an individual's unique physical, mental, and emotional makeup, healing is highly subjective. Any testimonials, case studies, or statements on our Site are examples of individual experiences and do not guarantee that you will achieve the same or similar results.

7. Limitation of Liability

To the fullest extent permitted by law, Stuart Morris and Birmingham Holistic Health Centre shall not be held liable for any direct, indirect, incidental, or consequential damages, injuries, or losses arising out of or in connection with your use of the Site, reliance on its content, or participation in therapies provided by independent practitioners at our facility. Your use of the Site and engagement with the services offered at the Centre is solely at your own risk. Any claims or disputes arising from a specific treatment must be directed to the independent practitioner who provided the service.

8. Professional Boundaries and Scope of Practice

Practitioners operating at the Centre are expected to operate strictly within their certified scope of practice. If a practitioner determines that your needs fall outside their areas of expertise or require conventional medical intervention, they could recommend that you seek the appropriate medical or psychological professionals.

9. Payments and Refund Policy

Unless otherwise required by UK consumer law, all Diploma courses and treatment sessions booked through the Centre, directly or indirectly are non-refundable. Because therapies are provided by independent practitioners, any requests for refunds, cancellations, or rescheduling for individual treatment sessions are handled solely at the discretion of the specific therapist you booked with, according to their individual business policies.

Terms and Conditions for Diploma Courses

Stuart Morris – Birmingham Holistic Health Centre

These Terms and Conditions apply to all students enrolling in Diploma courses and educational workshops provided by Stuart Morris at Birmingham Holistic Health Centre (the "Centre"). By booking a course with us, you agree to the following terms.

1. Booking and Enrollment

Eligibility: You must be at least 18 years of age to enroll in our Diploma courses, unless otherwise stated or agreed upon in writing.

Confirmation: Your place on a course is only secured once we have received your completed booking form and the required deposit or full payment.

Prerequisites: Some courses may require previous qualifications (e.g., a Level 3 Anatomy and Physiology certificate). It is your responsibility to ensure you meet these requirements before booking.

2. Payment Terms

Deposits: A non-refundable deposit is required to secure your place on the course.

Balance of Payment: The remaining balance for the course must be paid in full no later than [Insert Number, e.g., 14] days prior to the course start date. If the balance is not received, we reserve the right to offer your place to another student.

Payment Plans: If a payment plan has been agreed upon, all installments must be paid strictly according to the agreed schedule. Certificates and Diplomas will not be issued until the course fee is paid in full.

3. Cancellations and Refunds

Statutory Cooling-Off Period: Under UK consumer law, if you book online or over the phone, you have a 14-day "cooling-off" period from the date of booking to cancel and receive a full refund. However, if the course starts within this 14-day period at your request, you are liable to pay for the portion of the service provided.

Cancellations by You: Outside of the 14-day cooling-off period, all deposits are strictly non-refundable. If you cancel your place less than [Insert Number, e.g., 30] days before the course start date, you will be liable for the full course fee.

Cancellations by Us: In the unlikely event that we have to cancel or reschedule a course (e.g., due to tutor illness or low enrollment), we will offer you an alternative date or a full refund of any fees paid. We are not liable for any additional costs incurred by you, such as travel or accommodation.

4. Attendance and Certification

Attendance: 100% attendance is required to complete our Diploma courses. If you miss a module or session, you may be required to pay an additional fee to catch up on a future course date before you can qualify.

Competence: Payment of the course fee does not guarantee that you will receive a Diploma. Certificates are awarded based on the successful demonstration of competence, completion of coursework, and adherence to professional standards, as assessed by the tutor.

5. Intellectual Property and Course Materials

All course manuals, handouts, videos, presentations, and teaching materials provided by Stuart Morris and Birmingham Holistic Health Centre are strictly for your personal, educational use.

Copyright: These materials are protected by copyright. You may not copy, reproduce, distribute, publish, or sell any course materials, in whole or in part, without the express written permission of Stuart Morris. You may not use our materials to teach your own courses.

6. Student Conduct and Boundaries

We are committed to providing a safe, respectful, and inclusive learning environment. Students are expected to behave professionally and respectfully toward tutors, Centre staff, clients, and fellow students.

We reserve the right to dismiss any student from a course, without a refund, if their behaviour is deemed disruptive, inappropriate, dangerous, or breaches the Centre's code of conduct.

7. Liability

Students are required to practice therapies on one another during training. You must disclose any medical conditions or contraindications to the tutor prior to practical sessions.

Birmingham Holistic Health Centre shall not be liable for any injury, loss, or damage to personal property sustained during the course, except where such liability cannot be excluded by UK law (such as death or personal injury caused by our negligence).

8. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

Privacy and Cookie Policy

Stuart Morris – Birmingham Holistic Health Centre

Website: <https://birminghamholistic.co.uk>

Last Updated: [Insert Date]

1. Introduction

Stuart Morris and Birmingham Holistic Health Centre ("we," "us," or "our") are committed to protecting and respecting your privacy. This policy explains how we collect, use, process, and protect your personal data when you visit our website, contact us, book a service, or enroll in a course. We act as the Data Controller for the personal information you provide to us directly.

2. The Data We Collect About You

We may collect, use, and store different kinds of personal data about you, including:

Identity Data: First name, last name, and title.

Contact Data: Billing address, email address, and telephone numbers.

Health and Special Category Data: Information regarding your medical history, current medications, and physical/mental health conditions collected via our client intake forms. (Note: This data is only collected with your explicit consent to ensure therapies are safe and suitable).

Transaction Data: Details about payments to and from you, and details of services or courses you have purchased from us. (Note: We do not store full credit card details on our servers; these are processed securely by our third-party payment providers).

Technical & Usage Data: IP address, browser type, operating system, and information about how you use our website.

3. How We Collect Your Data

We collect data from and about you through:

Direct Interactions: When you fill out contact forms, booking forms, client intake forms, or communicate with us by post, phone, or email.

Automated Technologies: As you interact with our website, we automatically collect technical data about your equipment and browsing actions using cookies (see Section 9).

4. How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we use it under the following legal bases:

Performance of a Contract: To process your booking, manage your course enrollment, and deliver the services you have requested.

Explicit Consent: To process your sensitive health data for treatment purposes, and to send you marketing communications (if you have opted in).

Legitimate Interests: To run our business, keep our website secure, and improve our services.

Legal Obligation: To comply with a legal or regulatory requirement (e.g., maintaining financial records for tax purposes or health records for insurance).

5. Sharing Your Personal Data

We do not sell your personal data to third parties. We may share your data with:

Independent Practitioners: If you book a therapy session, your relevant contact and health data will be securely shared with the independent practitioner providing your treatment so they can safely deliver the service. (Please note: Once shared, the independent practitioner also becomes a Data Controller of your treatment records).

Service Providers: IT support, website hosting, booking system software, and payment processors who help us run our business.

6. Data Security and Retention

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for. For legal and insurance purposes, client health records and treatment notes are typically retained for a minimum of [Insert Number, e.g., 7] years after the last treatment.

7. Your Legal Rights

Under UK GDPR, you have the right to:

Request access to your personal data.

Request correction of incomplete or inaccurate data.

Request erasure of your personal data ("the right to be forgotten"), subject to legal and insurance retention requirements.

Object to processing or request restriction of processing.

Withdraw consent at any time where we are relying on consent to process your data (such as email marketing).

If you wish to exercise any of these rights, please contact the therapist you are working with. If you are unhappy with how we handle your data, you have the right to make a complaint to the Information Commissioner's Office (ICO) (www.ico.org.uk).

8. Cookie Policy

What are Cookies?

Cookies are small text files placed on your computer or mobile device when you visit our website. They help the site work properly and provide us with information about how users interact with our site.

Types of Cookies We Use:

Strictly Necessary Cookies: Essential for the website to function (e.g., enabling secure booking pages). You cannot opt out of these.

Analytical/Performance Cookies: Allow us to recognise and count the number of visitors and see how visitors move around our website. This helps us improve the way our website works.

Functionality Cookies: Used to recognise you when you return to our website, allowing us to personalise our content for you.

Managing Cookies:

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

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1. Terms of Website Use

These terms of use (together with the documents referred to in it) govern your use of our website, <https://birminghamholistic.co.uk> (our "Site"), whether as a guest or a registered user. Use of our Site includes accessing, browsing, booking services, or registering to use our Site.

Please read these terms of use carefully before you start to use our Site. By using our Site, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms of use, you must not use our Site.

2. Information About Us

<https://birminghamholistic.co.uk> is a site operated by Stuart Morris, trading as Birmingham Holistic Health Centre

3. Intellectual Property Rights

Trademarks: "Birmingham Holistic®" is a registered trademark. You are not permitted to use this trademark, or any confusingly similar marks, without our express written approval.

Copyright: We are the owner or the licensee of all intellectual property rights on our Site, and in the material published on it (including text, graphics, logos, images, audio clips, digital downloads, and data compilations). Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

Permitted Use: You may not print off any copies or extracts, of any page(s) from our Site for your personal use. You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences, or any graphics separately from any accompanying text.

Commercial Use: You must not use any part of the content on our Site for commercial purposes without obtaining a license to do so from us.

4. Acceptable Use and Prohibited Actions

You may use our Site only for lawful purposes. You may not use our Site:

In any way that breaches any applicable local, national, or international law or regulation.

In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.

To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material (spam).

To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware, or any other harmful programs designed to adversely affect the operation of any computer software or hardware.

5. Reliance on Information and Medical Disclaimer

The content on our Site is provided for general information only. As detailed in our Website & Services Disclaimer, it is not intended to amount to medical or professional advice on which

you should rely. You must obtain professional or specialist medical advice before taking, or refraining from, any action on the basis of the content on our Site.

6. Links to Third-Party Websites

Where our Site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

7. Linking to Our Site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval, or endorsement on our part where none exists. We reserve the right to withdraw linking permission without notice.

8. Limitation of Our Liability

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

To the extent permitted by law, we exclude all conditions, warranties, representations, or other terms which may apply to our Site or any content on it, whether express or implied. We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with the use of, or inability to use, our Site.

9. Changes to These Terms and Our Site

We may revise these terms of use at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you. We may also update our Site from time to time, and may change the content at any time.

10. Applicable Law

These terms of use, their subject matter, and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction over any disputes arising from or related to the use of this Site.