Radiance Reflexology

TAN CARR
07572 364134 · tanya@champagnelifecoaching.com

Client Consultation Card

Welcome. Please fill this in before your first visit and email it back or bring it with you. Everything you share is confidential and helps me make your treatment safe and right for you. If you'd rather not answer something, just leave it blank and we can talk it through.

1. Your details

Full name _____ Date of birth _____

Address _____ Postcode _____

Mobile _____ Email _____

Occupation _____ How did you hear about me? _____

2. Your GP

GP's name _____ Surgery _____ Surgery phone _____

3. Emergency contact

Name _____ Relationship to you _____ Phone _____

4. Your visit

What brings you to reflexology?

What would you most like from your sessions?

Have you had reflexology before? ☐ Yes ☐ No

Preferred appointment days / times: _____

5. Your wellbeing

Optional, and only if you're happy to share. It helps me tailor your session.

Sleep ☐ Good ☐ Fair ☐ Poor

Stress ☐ Low ☐ Medium ☐ High

Energy ☐ Good ☐ Fair ☐ Low

Water a day ☐ 1-3 glasses ☐ 4-6 ☐ 7+

Exercise ☐ Most days ☐ Sometimes ☐ Rarely

Smoker ☐ No ☐ Yes

Diet, in a few words _____ Tea, coffee and alcohol, roughly _____

6. Your health

Please tick Yes or No for each. A Yes doesn't mean you can't have reflexology; it helps me keep you safe.

	Yes	No		Yes	No
Heart condition, high or low blood pressure	☐	☐	Feeling unwell today: fever, infection, cold or flu	☐	☐
Deep vein thrombosis (DVT), blood clots or phlebitis, now or in the past	☐	☐	Asthma or breathing difficulties	☐	☐
Taking blood-thinning medication	☐	☐	Kidney, liver or gallbladder condition	☐	☐
Varicose veins	☐	☐	Thyroid or hormonal condition	☐	☐
Surgery or an operation in the last 6 months	☐	☐	Arthritis, joint, back or neck problems	☐	☐
Recent injury, fracture or sprain (feet, ankles or legs)	☐	☐	Osteoporosis	☐	☐
Verrucas, athlete's foot, fungal nails, cuts or broken skin on the feet	☐	☐	Low mood, anxiety, depression or other mental health concern	☐	☐
Skin conditions (e.g. eczema, psoriasis)	☐	☐	Migraines or regular headaches	☐	☐
Diabetes (type 1 or type 2)	☐	☐	Digestive problems (e.g. IBS)	☐	☐
Epilepsy or seizures	☐	☐	Menstrual or menopause symptoms	☐	☐
Cancer, or cancer treatment now or in the past	☐	☐	Pacemaker, metal pins or other medical implant	☐	☐
Pregnant, or trying to conceive	☐	☐	Under the care of a doctor or consultant for anything	☐	☐
Given birth in the last 6 weeks	☐	☐	Any other condition I should know about	☐	☐

If you ticked Yes to anything, please tell me a little more (and, if pregnant, how many weeks):

Medication you take (including blood thinners, insulin, HRT, the pill and supplements):

Allergies or sensitivities (including nuts, essential oils, creams, fragrance, lanolin, latex, plasters):

7. Before your treatment, please tell me if...

- You have, or have had, a DVT or blood clot, or you take blood thinners
- You've had surgery, a fracture or an injury in the last few months
- You are pregnant, or think you might be. I can only offer reflexology from 6 months of pregnancy onwards, and I may ask for your midwife's or GP's agreement
- You are having cancer treatment, or have epilepsy, diabetes or a heart condition
- You feel unwell on the day (fever, infection, cold or flu). Please rebook; there's no charge when you let me know
- You have a verruca, infection or broken skin on your feet. I'll cover or avoid the area
- Anything has changed since your last visit, including new medication

For some conditions I may ask for a note or written agreement from your GP or consultant before we begin. If I feel reflexology isn't right for you on the day, I'll tell you kindly and we'll rebook. Your safety comes first.

8. About reflexology, and your consent

Reflexology is a complementary therapy. It is not a medical treatment: it does not diagnose, treat or cure any illness or condition, and it is not a substitute for medical care or advice. Please keep seeing your doctor for any health concern and do not stop or change any medication without your doctor's advice.

Many people find reflexology deeply relaxing. Afterwards some people notice they feel tired, a little emotional, thirsty or need the loo more often for a day or so. This usually passes quickly. If anything worries you, please contact me, and for medical concerns speak to your GP or call NHS 111 (999 in an emergency).

You can ask questions, change your mind or stop the session at any time.

9. Appointments and cancellations

Please give at least 48 hours' notice if you need to cancel or rearrange your appointment. If you're unwell, please let me know and I'll happily rebook you.

10. Your privacy, in short

Your information is safe with me. I, Tan Carr (Radiance Reflexology), am responsible for it. I collect it to give you safe, suitable treatment and to keep the records my insurer and professional guidance require.

Health details are special category data under UK data protection law, so I ask for your explicit consent below. Your card is kept securely as a paper record in a locked cabinet and is never sold. I only share it with your GP if you agree, in an emergency with your emergency contact, or if the law requires it.

I keep records for 7 years after your last treatment (for under-18s, until age 25), then destroy them securely. You can ask to see, correct or delete your information, withdraw your consent, or make a complaint to me (I'll reply within 30 days) or to the ICO (ico.org.uk, 0303 123 1113). My full privacy notice is on the next pages.

If you email your form back, it travels by ordinary email. I print it for your paper file and then delete the email. You're very welcome to bring it in person instead.

11. Your consent (please tick each box that applies)

☐ **Treatment (needed)**
I have answered the questions honestly to the best of my knowledge, I have read and understood the information about reflexology, and I consent to receive reflexology. I'll tell Tan about any changes to my health before each visit.

☐ **My health information (needed)**
I give my explicit consent for Tan Carr to record and securely keep my health information to provide my treatment, as explained in the privacy notice.

☐ **Cancellations (needed)**
I have read and accept the appointment and cancellation policy.

☐ **Contacting my GP (optional)**
I agree that Tan may contact my GP about my treatment if she feels it is needed. She will tell me first.

☐ **Photos (optional)**
I'm happy for photos of my feet or treatment to be taken (no face or name unless I agree separately):
☐ for my records only ☐ for Tan's website or social media

☐ **News and offers (optional)**
I'd like to hear about news, availability and offers. I can stop at any time by replying STOP or unsubscribe:
☐ by email ☐ by text or WhatsApp

12. Signatures

Client signature _____ Date _____

Print name _____

Under 16? A parent or guardian must give consent and be present at the consultation.

Parent / guardian name _____ Relationship _____

Parent / guardian signature _____ Date _____

Therapist signature (Tan Carr) _____ Date _____

13. At each return visit

Before each treatment we'll check together whether anything has changed. By initialling, you confirm the information on this card is still correct, or that you've told Tan what has changed.

Date	Any changes to health, medication or pregnancy? (write 'none' if no change)	Client initials	Tan's initials

For Tan's use only

Review health and consent at every visit

ICO registration no. (if applicable) _____ Date of first consultation _____

GP / consultant agreement _____

☐ Consultation and contraindications reviewed ☐ Consent explained and signed ☐ Not suitable today: referred to GP / rebooked

Treatment log

Date	Changes since last visit, any reactions	Treatment given and notes	Aftercare given	Client initials	Tan's initials

Radiance Reflexology

TAN CARR

07572 364134 · tanya@champagnelifecoaching.com

Privacy Notice

How I look after your personal information. Last updated November 2026.

Who I am

Tan Carr, trading as Radiance Reflexology, is the data controller for the information you give me. You can contact me on 07572 364134 or at tanya@champagnelifecoaching.com. ICO registration number (if applicable): _____.

What I collect

Your name, contact details, date of birth, GP and emergency contact details, your answers to my health and lifestyle questions, notes of each treatment, your consent choices and, only if you agree, photos and your marketing preferences.

Why I collect it

To check that reflexology is safe and suitable for you, to plan and record your treatments, to arrange appointments and contact you about them, to keep the records my insurer and professional guidance require, and, only if you opt in, to send you news and offers.

My lawful reasons

Under UK GDPR, I use your details to provide the treatment you've asked for (contract, Article 6(1)(b)) and to keep proper records in case of any query or claim (legitimate interests, Article 6(1)(f)). Your health information is special category data: I process it with your explicit consent (Article 9(2)(a)) and, once collected, keep it for the retention period because it may be needed to establish or defend legal claims (Article 9(2)(f)). Photos and marketing are by your consent only (Article 6(1)(a) and the Privacy and Electronic Communications Regulations).

Who I share it with

I never sell your information. I only share it: with your GP or consultant if you agree; with your emergency contact in an emergency; with my insurer, professional body or legal adviser if there is a complaint or claim; or where the law requires it. If you email me your form, my email provider carries it until I have printed it and deleted the email.

How I keep it safe

I keep your records on paper only, in a locked cabinet, and only I can see them. If you send me your completed form by email, I print it for your paper file and then delete the email. I do not keep client notes on my phone.

How long I keep it

Treatment records are kept for 7 years after your last treatment. For clients under 18, they are kept until the client turns 25. This follows professional and insurance guidance. After that they are securely shredded. Marketing details are removed as soon as you ask me to stop.

Your rights

You can ask for a copy of your information, ask me to correct it, ask me to delete it or limit how I use it, object to how I use it, and ask for it in a portable form. You can withdraw any consent at any time; this won't affect anything done before. I may need to keep treatment records for the full retention period to meet my legal and insurance duties, and I'll explain if so. I aim to respond within one month. No decisions about you are made by automated means.

If you are unhappy

Please tell me first: contact me by email or phone and I'll acknowledge your complaint and reply within 30 days. You also have the right to complain to the Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint or 0303 123 1113.

Changes

I'll update this notice if anything changes and give you the new version.

Radiance Reflexology

TAN CARR

07572 364134 · tanya@champagnelifecoaching.com

Aftercare

Gentle ways to look after yourself after your reflexology

- **Drink some water**
  Sip water over the rest of the day.
- **Take it easy**
  Rest if you can. Keep the next few hours gentle, and enjoy the calm feeling.
- **Eat lightly**
  Choose a light meal, and go easy on alcohol and caffeine for the rest of the day.
- **Keep warm**
  Pop on warm socks and stay cosy.
- **Notice how you feel**
  Some people feel tired, a little emotional, or need the loo more often for a day or so. This usually passes. Jot down anything you notice and tell me at your next visit.
- **Driving**
  If you feel very relaxed or sleepy, take a few minutes before driving home.
- **If you're worried**
  Contact me any time on 07572 364134. For any medical concern speak to your GP or call NHS 111. In an emergency call 999.

A note from Tan

Your next appointment

Reflexology is a complementary therapy and does not replace medical care. Please keep taking any medication as prescribed.

with warmth, Tan