



THE HEALING LINK

Wellness Made Personal

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Client Terms of Use Agreement

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Welcome

Thank you for choosing The Healing Link.

Our aim is to make it easier for people to find complementary, holistic and wellbeing practitioners who may be suitable for their individual needs, preferences and circumstances.

Before submitting your enquiry, please take a few moments to read these Terms of Use. By submitting your enquiry and confirming your acceptance, you agree to use our Matching & Signposting Service in accordance with these Terms.

1. About Our Service

The Healing Link provides a personalised Matching & Signposting Service.

 English ▼

Using the information you provide, we carefully review your enquiry and, where appropriate, prepare a personalised Wellness Pathway Guide which may include:

- Information relevant to your enquiry.
- Suggested complementary approaches.
- Educational resources where appropriate.
- Details of practitioners who may be suitable based on the information available to us at the time.

Our aim is to help you make informed choices. The final decision about whether to contact or work with any practitioner always remains yours.

Your Wellness Pathway Guide is designed to support informed decision-making by bringing together information relevant to your enquiry. It is provided for informational purposes only and should not be interpreted as medical, psychological or professional healthcare advice.

2. What We Do Not Provide

The Healing Link is an independent practitioner Matching and Signposting Service. We are not a healthcare provider and do not provide medical, psychological or therapeutic treatment.

We do not:

- Diagnose medical or mental health conditions.
- Prescribe or recommend treatment.
- Provide emergency support.
- Provide crisis intervention.
- Replace advice from qualified healthcare professionals.

If you have an urgent medical concern or believe you require immediate assistance, you should contact your GP, NHS 111 or the emergency services as appropriate.

Independent Practitioners

Practitioners featured through The Healing Link remain entirely independent businesses. They are not employees, agents or representatives of The Healing Link, and inclusion within our network, website, social media or other communications does not create an employment, partnership or agency relationship.

Practitioner profiles and information may be made available through The Healing Link's website, social media channels, Wellness Pathway Guides and other relevant communications to help clients explore possible options.

Unless otherwise agreed, clients contact practitioners directly using the contact information provided. The Healing Link does not normally arrange appointments or enter into treatment agreements on behalf of either the client or practitioner.

If you choose to contact or work with a practitioner, any professional relationship, treatment, advice, appointments, fees or contractual arrangements are solely between you and that practitioner.

The Healing Link is not responsible for the services provided by independent practitioners or for any decisions made by either party following an introduction.

Our Matching Process

Our matching process is based on the information you provide together with the information supplied by practitioners within our network.

We aim to provide thoughtful, personalised suggestions wherever possible. However, we cannot guarantee:

- That a practitioner will be the right fit for you.
- That appointments will be available.
- That suitable practitioners will always be available in your preferred location or speciality.
- That outcomes from any treatment or service will meet your expectations.

Our practitioner suggestions are based on the information available to us at the time of review and are intended to support informed choice rather than recommend or endorse any individual practitioner.

The order in which practitioners are presented does not indicate recommendation, ranking or preference.

Your Responsibilities

By submitting an enquiry, you confirm that the information you provide is accurate and complete to the best of your knowledge.

I remain responsible for:

- Deciding whether a practitioner is suitable for your needs.
- Asking any questions before booking or receiving services.
- Making your own informed decisions regarding your wellbeing.
- Informing practitioners of any relevant medical conditions, medications or circumstances where appropriate.

Enquiries Made On Behalf Of Another Person

You may submit an enquiry on behalf of another person where you are authorised to do so, for example as a parent, legal guardian or someone acting with their knowledge and consent.

By submitting an enquiry on another person's behalf, you confirm that you have the appropriate authority to provide their information and to receive communications relating to their enquiry.

Where appropriate, The Healing Link may request additional information before proceeding with the matching process.

7. Our Responsibilities

The Healing Link will:

- Handle your information in accordance with our [Privacy Policy](#).
- Review each enquiry individually using the information provided and our matching process.
- Take reasonable care when considering potential practitioner matches.
- Treat all clients with courtesy, respect and professionalism.

While every effort is made to identify suitable practitioners, matching decisions involve professional judgement and are not an exact science.

Although we aim to provide a high-quality service, we cannot guarantee that suitable practitioners will always be available for every enquiry.

8. Fees

The Healing Link currently provides its Matching & Signposting Service free of charge.

Practitioners set their own fees, appointment availability, cancellation policies and payment arrangements independently.

Any payments for practitioner services are made directly between you and the practitioner.

9. Privacy

We only collect and use your personal information for purposes connected with providing our Matching & Signposting Service and in accordance with our Privacy Policy.

Further information about how we collect, store and protect your information can be found in our [Privacy Policy](#) and [Retention Policy](#) available on our website.

10. Limitation of Liability

The Healing Link takes reasonable care in providing its Matching & Signposting Service.

However, to the fullest extent permitted by law, we cannot accept responsibility for:

- Decisions made by clients.
- Services provided by independent practitioners.
- Treatment outcomes.
- Financial loss arising from services provided by practitioners.
- Any indirect or consequential loss.

Nothing within these Terms excludes liability where such liability cannot legally be excluded.

11. Refusing or Ending Our Service

We reserve the right to decline, suspend or discontinue our Matching & Signposting Service where we reasonably believe this is appropriate.

This may include situations where:

- The enquiry falls outside the scope of our service.
- Insufficient information has been provided.
- Abusive or inappropriate behaviour has occurred.
- There are safeguarding concerns.
- Another organisation or service would be more appropriate.

Where we believe there is an immediate risk of serious harm to an individual, we may take appropriate action in accordance with our safeguarding responsibilities and legal

obligations.

12. Complaints

If you are unhappy with any aspect of our Matching & Signposting Service, we encourage you to contact us in the first instance so that we have the opportunity to understand your concerns and, where possible, resolve them promptly.

Complaints relating to services provided by an independent practitioner should be raised directly with that practitioner in accordance with their own complaints procedure.

13. Changes to These Terms

We may update these Terms of Use from time to time.

The latest version will always be available on our website.

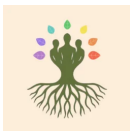
14. Governing Law

These Terms of Use are governed by the laws of England and Wales.

Acceptance

By submitting your enquiry, you confirm that:

- You have read and understood these Terms of Use.
- You agree to use The Healing Link's Matching & Signposting Service in accordance with these Terms.
- The information you have provided is accurate to the best of your knowledge.



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Follow us:



About

Meet Our Team

Practitioners

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Disclaimer



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