



THE HEALING LINK

Wellness Made Personal

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Practitioner Terms of Service Agreement

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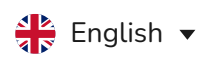
Next Scheduled Review: August 2027

Welcome

Welcome to The Healing Link.

We're delighted you've chosen to become part of our growing practitioner community.

The Healing Link exists to help connect people with a range of holistic and complementary wellbeing services through thoughtful matching, practice and professional collaboration. Alongside promoting practitioners, we aim to



encourage a supportive, ethical and collaborative community where both practitioners and clients alike feel welcomed, respected and empowered.

This Terms of Service Agreement outlines the conditions of your membership with The Healing Link and explains what you can expect from us, what we ask of our members, and the responsibilities we each hold throughout our working relationship.

Please read these terms carefully before accepting membership. If you have any questions, we're always happy to help.

Definitions

Throughout this Terms of Service Agreement the following definitions apply :

“The Healing Link”, “we”, “our” and “us” refer to The Healing Link Ltd.

“Member”, “you” and “your” refer to the practitioner who is subject to this Terms of Service Agreement.

References to related policies and documents include the current versions published by The Healing Link from time to time.

Membership

Membership of The Healing Link provides practitioners with the opportunity to become part of a collaborative wellbeing community and to access the benefits, services and opportunities available through their chosen membership.

Depending on your membership level and the services offered at the time, membership may include:

- A practitioner profile within The Healing Link directory which is available on our website.
- Eligibility to be considered for client matching requests where request criteria is met – your contact details may be shared (via email) with clients looking for the services you provide.
- Opportunities to be featured through The Healing Link's online marketing channels, including practitioner spotlights, digital publications and social media.

Access to member communications, updates and future community initiatives.

- Ongoing support in maintaining your practitioner profile and membership information.

The Healing Link continually develops its services and may introduce, amend or withdraw membership features from time to time. Where reasonably practicable, members will be informed of any significant changes.

Membership does not guarantee client enquiries, client matches, income, business growth, marketing outcomes or any particular level of exposure. Opportunities provided through The Healing Link will vary according to factors such as client needs, practitioner availability, location, areas of practice and other relevant considerations.

Whilst in contract with The Healing Link, your profile will remain publicly accessible, and search engines may index it.

Practitioner Responsibilities

As a member of The Healing Link, you remain independently responsible for your own professional practice, conduct and compliance with all legal, regulatory and professional obligations applicable to the services you provide.

By accepting membership, you agree to:

- Maintain appropriate professional insurance throughout your membership and provide updated details to The Healing Link when requested.
- Maintain appropriate qualifications, registrations, licences and professional memberships where applicable to your practice.
- Maintain an appropriate DBS certificate where this is relevant to the services you provide.
- Ensure the information you provide to The Healing Link remains accurate and notify us promptly of any significant changes that may affect your membership, professional standing or the information we hold about your practice, including changes to your qualifications, insurance, contact details or services.
- Work within your own scope of practice, competence and experience.
- Conduct your practice with honesty, integrity and professionalism.
- Comply with applicable data protection legislation and maintain an appropriate GDPR-compliant Privacy Policy where required.
- Communicate honestly about your services and avoid making misleading or unsubstantiated claims.

- Comply with The Healing Link Practitioner Terms of Service Agreement and Practitioner Code of Conduct throughout your membership.

Practitioners remain solely responsible for their own professional practice, conduct, qualifications, insurance, legal compliance and the services they provide. The Healing Link is not a treatment provider and does not offer employment of any kind.

The Healing Link Responsibilities

The Healing Link is committed to providing a professional, supportive and ethical membership experience for practitioners.

As part of your membership, we aim to:

- Provide a welcoming and collaborative practitioner community.
- Maintain your practitioner profile within The Healing Link directory while your membership remains active.
- Consider eligible practitioners for client matching where appropriate, taking into account individual client needs, preferences and other relevant factors.
- Promote practitioners through the opportunities included within their membership where reasonably practicable.
- Communicate important membership updates, service developments and relevant information.
- Treat members fairly, respectfully and in accordance with our published policies.
- Handle personal information in accordance with our [Privacy Policy](#) and applicable data protection legislation.
- Provide reasonable membership support and respond to general enquiries within reasonable timescales.

Whilst we will always endeavour to provide a high-quality service, The Healing Link cannot guarantee client enquiries, client matches, business growth, marketing outcomes or uninterrupted availability of all services.

We reserve the right to amend, improve, suspend or withdraw any aspect of our services where reasonably necessary, including for operational, legal, technical or business reasons. Where practical, members will be given reasonable notice of significant changes.

Membership Fees & Payments

Membership fees are payable in accordance with the membership option selected during the application process.

Members are responsible for ensuring that payments are made on time and that their chosen payment method remains valid throughout their membership.

Where membership fees are paid by recurring payment, members authorise The Healing Link to collect payments in accordance with the agreed payment schedule until membership is cancelled in line with these terms.

Annual memberships are payable in advance and, unless cancelled in accordance with this agreement, will renew automatically at the end of each membership period. Members will receive reasonable advance notice before their renewal date.

As this Agreement is entered into on a business-to-business basis, the statutory 14-day consumer cooling-off period does not apply.

If a payment is unsuccessful or becomes overdue, The Healing Link may contact the member to arrange payment. Membership benefits may be suspended until outstanding payments have been received.

Members may cancel their membership before their next renewal date in accordance with the cancellation terms set out in this Terms of Service Agreement. Membership fees already paid are non-refundable unless required by law or agreed at the discretion of The Healing Link.

The Healing Link reserves the right to review its membership fees from time to time. Any changes will take effect from the member's next renewal date, and members will receive reasonable advance notice before revised fees apply.

Website Profiles & Marketing

Members are responsible for providing accurate, up-to-date information for their practitioner profile and for notifying The Healing Link of any significant changes during their membership.

By providing information, photographs, logos or other materials, members confirm that they have the necessary rights and permissions for The Healing Link to use those materials for the purposes of their membership and associated marketing activities.

The Healing Link may use practitioner profile information, photographs and other provided materials to promote members through its website, digital publications,

social media channels and other marketing activities relevant to their membership.

Where reasonably practicable, members will be given the opportunity to review significant profile content before it is published. However, The Healing Link reserves the right to make reasonable formatting, spelling, grammar and style amendments to ensure consistency across its platforms.

Members may request updates to their profile during their membership by contacting info@thehealinglink.co.uk – The Healing Link will endeavour to make reasonable updates within an appropriate timescale.

Cancelling Your Membership

Members may cancel their membership at any time by emailing The Healing Link, once your email has been acknowledged personally by a member of The Healing Link Team, we will put steps in place to start removing your Practitioner Profile/Directory entry, Matching & Signposting database information, marketing schedule and ensure all legitimately stored data is destroyed securely in accordance with our Data Security Policy. Your payment recurring schedule will also be cancelled via Stripe.

Where membership is paid monthly, cancellation will take effect at the end of the current billing period, and no further payments will be collected.

Where membership is paid annually, members may choose not to renew their membership by notifying The Healing Link before their next renewal date. Membership will remain active until the end of the current membership period, after which it will end without further renewal.

Members must advise The Healing Link immediately in the event they have ceased trading so that practitioner contact details can be removed from the directory, Matching & Signposting database, and all online marketing can be discontinued.

The Healing Link reserves the right to suspend or terminate membership where we reasonably believe that:

- A member has materially breached this Terms of Service Agreement or any aspect of the Practitioner Code of Conduct.
- Required membership fees remain unpaid following reasonable attempts to resolve the matter.
- A member provides false or misleading information during the application process or whilst holding membership.

- Continued membership could reasonably be considered to present a significant legal, reputational or operational risk to The Healing Link or its community.

Where reasonably practicable, we will always seek to communicate with members and, where appropriate, provide an opportunity to resolve concerns before suspension or termination takes place.

Termination of membership will result in the removal of the practitioner's profile from The Healing Link's active platforms and the ending of any associated membership benefits.

Privacy & Confidentiality

The Healing Link is committed to handling personal information responsibly and in accordance with applicable data protection legislation.

Information provided by members will be collected, stored and processed for legitimate business purposes relating to membership administration, practitioner profiles, client matching, communications, and the operation of The Healing Link.

Further information about how personal information is collected, used, stored and protected can be found in The Healing Link's [Privacy Policy](#) and [Data Retention Policy](#).

Members are responsible for ensuring that any personal information they collect, store or process within their own professional practice complies with applicable data protection legislation and any other legal or professional obligations relevant to their services.

Liability & Important Information

The Healing Link provides practitioner membership, visibility, client matching and related support services. We do not provide therapy, healthcare or treatment services and are not responsible for the professional services delivered by independent practitioners.

Each practitioner remains independently responsible for their own professional practice, conduct, qualifications, insurance, legal compliance, client relationships, and the services they provide.

Nothing within this Terms of Service Agreement should be interpreted as creating an employment relationship, partnership, agency or joint venture between The Healing Link and its members.

Membership of The Healing Link does not constitute an endorsement, recommendation, guarantee or certification of a practitioner's competence, suitability or future conduct.

Nothing within this agreement limits or excludes any liability that cannot legally be limited or excluded under applicable law.

Membership Queries & Concerns

The Healing Link is committed to building positive and respectful relationships with its members.

If you have any questions, concerns or complaints relating to your membership, we encourage you to contact us in the first instance so that we can work together to seek a fair and constructive resolution.

Nothing within this section affects your legal rights.

Acceptance

By agreeing to the terms set out in the Terms of Service Agreement, you confirm that:

- You have read and understood everything set out in this Agreement.
- The information you have provided to The Healing Link is accurate to the best of your knowledge.
- You agree to comply with everything set out in this Practitioner Terms of Service Agreement and the Practitioner Code of Conduct throughout your membership.
- You understand that you remain independently responsible for your own professional practice and the services you provide.
- You agree to notify The Healing Link of any significant changes relevant to your membership.
- You understand and agree to the minimum membership commitment of six months (if paid monthly).
- Refunds are not offered unless required by law or at The Healing Link's discretion.

You understand that membership of The Healing Link does not constitute an endorsement, recommendation or certification of my professional

practice.

This Practitioner Terms of Service Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.



THE HEALING LINK LTD

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