

At Matters and Solutions, it is our intention to provide guests and clients with professional therapeutic services; in our relaxing and peacefully enchanting settings. We facilitate each individual on their journey to self discovery through coaching and teaching and constant movement to wholeness and healing creating unlimited pathways to a stress and painless quality of life and being.

The following policies and procedures will guide our guests and remind clients of the kinds of experiences provided.

Scope of Practice

Natural Healing Modalities

Acupressure
Biofeedback
Dowsing
Energy Medicine
Pain management
Stress reduction
Sound therapy
Vibration Medicine
Soul Realignment
Transitional Life Coaching

Spiritual Healing Techniques include:

Explain the function of Crystals, Candles and pendulum practices in our everyday life.

Dowsing

Coach on affirmations, intentions, prayer and vision or dream boarding

Teach on Kybalion: The Seven Hermetic Principles

Teach on Kabbalah: laws of life and the purpose of existence

Matters and Solutions, provides licensed spiritual healers to the highest standards of the Federation of Spiritual Healer Licensing Boards FSHLB to which have been certified in a healing technique and completed required education for licensing within the Natural, Holistic, Wellness, alternative, Complimentary, intuitive, Allopathic and Ordained Professions of others.

Licensed Spiritual Healers and Natural Therapists do not diagnose or prescribe for medical conditions. Our services are not intended as an alternative for proper medical attention for specific conditions. We are not physicians and advise clients to seek Chiropractic, dental, massage, medical and psychological intervention with a licensed provider of that field which will best help them achieve their health and wellness goals.

Policies and Procedures

Arrival to your session

In the efforts to respect the clients time and schedule and reciprocate that to our spiritual healers; we strongly recommend arrival for your appointments 15 minutes prior to the set time. Allowing time for the client to unwind relax complete any forms, change and prepare for the service. All sessions have a specific time allotment and your experiences will be enhanced as you are educated and empowered with the responsibility and accountability of your own Healing.

Scheduling/ Cancellation Policy Fees

Appointments can be made at your convenience through our online calendar or by phone.

Should the need arise to cancel or reschedule your appointment, please notify us at least 24 hours in advance.

We appreciate and value your business we ask that you respect the office scheduling policies as the session times are booked exclusively for you.

All cancellations with less than 24 hours of notice are subject to a cancellation fee of \$25.

Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service.

This policy has been implemented to cover the loss of business to the Spiritual Healer and the potential business of other clients who could have scheduled an appointment for the same time. In addition, our spiritual healers function in an "on Call" status and having traveled to our location for your specific service and we are obligated to compensate their time.

Services require a credit/debit card to guarantee a reservation at time of booking. You will not be billed unless there is a cancellation or no show; at checkout guests may choose an alternative method of payment and are not obligated to use their credit card payment.

Late Arrival Policy

All sessions have a specific time allotment therefore we regret that late arrivals may not receive the full extension of that booking. It is Warranted by management that when applicable because of the schedule, we shall always aim to accommodate the appointment in full or partially. At the discretion of management and only with correct advanced notification of your late arrival the original reservation fee will be charged.

No Show Policy

We understand that unanticipated events occur in everyone's life. Unforeseen events with our families, illness, car issues to name a few to why one may consider cancelling a booking. However, we request that you call if you cannot keep your appointment as clients who miss their appointments without prior notification may be charged in full for the scheduled service.

Informed Consent

At the initial visit with Matters and Solutions prior to your session we request completion and signage of our consent to engage in the service. This form states your understanding, that you have read, comprehending what entails and agree to comply with the professional services policies and procedures. Before each session, an outline and intention shall be established to which you play a vital role. Clients that have not been to our location for over a year; shall also be requested to complete as an update.

Consideration for Client Needs and Boundaries

Client shall remain fully clothed with the removal of shoes and the choice to remove or keep socks/hosiery on.

Client shall be informed of areas of the body that shall be addressed and when appropriate as in acupressure to where contact shall be made with tools or instruments for that modality.

Our Spiritual Transitional Life Coach / Healers will accommodate any request from client to change musical volume or genre, temperature, pressure and to work longer on areas of body, skip and move on sooner.

Good touch, bad touch are clear principles; sexual interaction or discussion between client and healer is never appropriate.

Confidentiality and Conversation

We treat our clients and their visits as completely confidential as applies to International law, state law, HIPAA laws and guidelines. Therefore, we will not discuss your visit with anyone outside of our staff and without your express permission wherein an appropriate update shall be made to your informed consent form on file.

Clients may choose to engage in conversation during session and space for that guidance shall be provided to the client.

It is the Spiritual Transitional Life Coach / Healer's responsibility and accountability to report known and suspected abuse, sexual predators and pedophiles to the proper authorities.

Professional Development

Spiritual Transitional Life Coach / Healer shall, when ministering to others shall always act with informed consent and shall *Do No Harm*. To the highest intent abiding within the premise, To Live and Help Live, To heal self and help others heal self.

Spiritual Transitional Life Coach / Healer shall maintain current professional licenses and accreditations for all vocations related to practices; staying abreast of improvements and developments and where applicable improving skills and furthering education.

Hours of Operation

Services by appointment Only

Monday - Thursday 10:00 am - 7:00 pm

Saturday - 10:00 am - 2:00 pm (Strictly by appointment)

(concierge service - travel, accommodation and service TBD)

