

# Ruqyah Resort - Terms & Conditions

The following terms and conditions are to be agreed by the client. **Please do not book a session if you do not agree any/all of what is presented in this document.** By booking a session, you are agreeing and acknowledging INFORMED CONSENT AND CONTRACT.

## Privacy Notice

### Your information – what you need to know

This privacy notice explains why we collect information about you, how that information may be used and how we keep it safe and confidential.

### Why we collect information about you

As an alternative healthcare establishment it is good practice for us to maintain records about your health, treatment and care.

We collect and hold information about you for the sole purpose of providing you with the best service. These records can be kept in written and/or digital form and may include basic details about you, such as name and address, but also more sensitive information about your health.

### Details we collect about you

The information we keep about you helps us to provide you with the best possible healthcare. Such information may include:

- Details about you such as your name, address, contact details, next of kin
- Any contact that we have had with you, such as appointments, consultations, visits, etc.
- Notes and reports about your health
- Details about your treatment and care

### How we keep your information confidential and safe

We are committed to protecting your privacy and we have appropriate technical and organisational measures in place to protect your information and keep it safe.

We will only use information collected lawfully in accordance with the General Data Protection Regulation 2018, Data Protection Act 1998. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are

exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

## Change of details

It is important that you inform us if any of your details such as your name, address or contact information have changed or if any of your details are incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

## Email addresses

If you provide us with your email address, we may use this to contact you about your appointments, your treatment and also about billing and administrative matters. We may also email you about changes to our services, our opening hours and our practice.

## Fees and Payment

Payment for treatment must be settled before the appointment. We have implemented an online booking system for the convenience of our clients.

## Cancellations

It is difficult to fill appointments which are cancelled or if someone fails to turn up. To discourage this, we have a policy to charge the full fee regardless of the circumstances. We apologise for the harshness of this policy but it has been put in place in order to be able to maintain a professional service to our clients.

## Audio/Video recordings

Client sessions may be recorded in the form of audio, video, and photography for both Ruqyah and Hijaamah. **Client identity will be protected at all times** (through visual blurring and voice changing techniques). The main purposes of the recordings are:

- **Protection of the clinic** (Clients who suffer from spiritual issues are sometimes diagnosed with mental illnesses and can make accusations towards practitioners with no basis. Recordings give us some protection in the event that such allegations be made)
- **Protection of the client** (unscrupulous individuals or fake faith healers are known to indulge in illegitimate practices. Clients should realise and welcome the fact that we have

nothing to hide, and would be able to show what occurred in a session if we were required to do so).

- **Marketing purposes** (as with any business, it is normal to use sessions, testimonials etc for promotion and awareness of our services)
- **Educational purposes** (in a time where there is much myth surrounding the prophetic healing practices, an open exposure to this field allows the education of Muslims and non-Muslims alike. In participating in the propagation of authentic Islamic practices with regards to healing and prophetic medicine, you will potentially secure reward for this act, God-willing).

To be totally clear, the recordings are not for entertainment or exposure of clients' lives and circumstances. There are often many people suffering from spiritual ailments, and often when they are not helped by the medical profession or those close to them as they do not understand this world, these people feel isolated, misunderstood and rejected. In making the reality of spiritual ailments and their cure accessible to all, this helps many sufferers tremendously.

We ask Allah to accept from all of us our good intentions, our actions, and overlook our faults.

Ameen.