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KARUNA WELLBEING LTD - Professional Conduct & Safety Policy

1. Purpose of this Policy

Karuna Wellbeing Ltd and Beauty by Lou who works within Karuna Wellbeing Ltd; is committed to providing a safe, respectful, and professional environment for clients and practitioners. This policy outlines the standards of conduct expected within the clinic and establishes clear boundaries regarding inappropriate or sexual behaviour. It exists to protect the wellbeing of clients, staff and the reputation of the clinic.

2. Zero-Tolerance Policy on Sexual Services

Karuna Wellbeing Ltd provides **professional therapeutic treatments only**. Sexual services of any kind are **strictly prohibited**.

The following are not permitted under ANY circumstances within the premise:

- Requests for sexual acts, "happy endings", "extras", or any behaviour of a sexual nature
- Sexual comments, innuendo or suggestive language
- Exposure, touching or gestures intended to sexualise the treatment
- Attempting to coerce, pressure, or manipulate a therapist.

Any such behaviour will result in the immediate termination of the session.

The client will be required to leave the premises and may be permanently banned.

Karuna Wellbeing Ltd reserves the right to refuse service to any individual who violates this policy.

3. Independence from other businesses

Karuna Wellbeing Ltd operates as an **independent, professional clinic**.

We do not endorse, control or take responsibility for the practices of any other business within the building or surrounding area.



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Client expectations must be based solely on the services described by Karuna Wellbeing Ltd.

Any assumptions based on other businesses' practices will not be accepted as justification for inappropriate behaviour.

4. Client code of conduct

To maintain a safe and respectful environment, clients are expected to:

- Trust all staff with courtesy and respect
- Use appropriate language at all times
- Follow therapist instructions regarding draping, positioning, and boundaries
- Refrain from any behaviour that could be perceived as sexual, threatening or inappropriate.
- Attend appointments sober and in a fit state to receive treatment.

Failure to comply may result in refusal of service or removal from the premises.

5. Therapist Rights & Safety

All therapists at Karuna Wellbeing Ltd have the right to:

- End a session immediately if they feel unsafe, uncomfortable, or if a boundary is crossed
- Leave the treatment room without explanation if inappropriate behaviour occurs
- Report any incident to management
- Decline future bookings with any client who has breached this policy

The safety and wellbeing of our practitioners is a top priority.

6. Incident Reporting & Documentation

In the event of inappropriate behaviour:

- The therapist will end the session and leave the room
- Management will be notified as soon as possible
- A written incident report will be completed, including date, time, client name and details
- Any messages, booking notes, or evidence will be retained





- The client may be permanently banned from the clinic

This documentation protects both staff and the business.

7. CCTV & Security

For the safety of clients and staff, CCTV is in operation in communal areas such as:

- Reception
- Hallways
- Entrances

CCTV is **NOT** used in treatment rooms.

8. A Warm note on professionalism

Karuna Wellbeing Ltd is built on compassion, respect, and genuine care for the wellbeing of our community.

We welcome every client into a safe, nurturing environment - and maintaining clear professional boundaries is an essential part of that care.

This policy ensures that every person who enters our clinic can feel secure, respected, and supported.





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KARUNA WELLBEING LTD - Staff-only Protocol

Staff Protocol for inappropriate or Sexual Behaviour

1. Immediate Response

If a client makes an inappropriate comment, request, or action:

- Stop the treatment immediately
- State Clearly and calmly:

“This is a professional clinic. Your behaviour is inappropriate. The session is now ending.”

- Leave the room and allow the client to dress.

2. Safety First

- Do not re-enter the room alone if you feel unsafe.
- If needed, ask another staff member to accompany you.
- If the client refuses to leave, follow the building’s safety procedure or contact security/police if necessary (Press panic button on ground floor)

3. Documentation

Complete an incident report including:

- client name
- date & time
- treatment type
- Exact behaviour or comments
- Your response
- Any witnesses
- Whether the client was asked to leave
- Whether a ban is recommended

Save any relevant messages or booking notes.



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4. Management Action

Management will:

- Review the incident
- Decide whether the client is permanently banned
- Record the incident in the internal log
- Notify all therapists if the client is not to be rebooked

5. Therapists Rights

All therapists have the right to:

- end a session immediately
- Decline future bookings with any client
- Request support from management at any time
- Work in an environment free from harassment or inappropriate behaviour.

6. Independence from other businesses

If a client references other businesses in the building:

- Reiterate that Karuna Wellbeing Ltd is an **independent professional clinic**
- Clarify that sexual services are not offered under any circumstances
- Document the interaction if it appears to be an attempt to justify inappropriate behaviour.

7. Aftercare for staff

If an incident is distressing:

- Take a break
- Speak with management
- Access support if needed
- You will never be expected to continue after a boundary violation

Your wellbeing is a priority.

