

Policies and Procedures

How we are protecting our clients and our staff

At the Bella Luna Beauty we have always maintained the highest possible standards of hygiene and client safety. Excellent hand hygiene, surface protection and the use of personal protective equipment is something that we do all day, every day, for every client, as part of our everyday practice.

Our years of experience in salon, always with the highest standard of hygiene and infection control means that we are successful in keeping our clients and staff safe.

We have implemented a cross infection policy in line with using appropriate personal protection equipment (PPE) and infection prevention and control (IPC) protocols in line with the Public Health England and NHS COVID-19 guidance and standard operating procedures.

Our additional cross infection policies are as follows:

- We use appropriate PPE for all procedures
- We spray the clinic regularly with a disinfection spray
- Enhanced cleaning

COSHH Policy

Staff are required to have sufficient training in order to identify COSHH risks, ensure measures are in place to mitigate these risks

- Some ingredients in beauty and cleaning products can irritate the skin leading to dermatitis (eg solvents in nail varnish removers).
- Some ingredients can cause skin allergies and asthma (eg liquids and powders in acrylic systems for artificial nails).
- Dust filings from artificial nails can cause wheezing, chest tightness and asthma.
- Acrylic fumes can cause headaches, dizziness and nausea.
- Contact with blood and tissue residues from piercing or tattooing can cause infection.

There are simple things that can be done to prevent ill health.

Preventing exposure to harmful substances usually means a combination of some of the following controls:

- Keep the workplace well ventilated.
- Use good work techniques that avoid or minimise contact with harmful substances and minimise leaks and spills.
- Practice good hand care – remove contamination promptly, wash hands properly, dry thoroughly and moisturise regularly.
- Provide an extractor hood or down draught table for nail work.
- For some tasks, you may also need to provide personal protective equipment like protective gloves, aprons and eye protection.

Record and report the emergency (RIDDOR)

Refer to RIDDOR Fact Sheet provided by the Isle of Man Government as guidance on what to report, when and utilising the correct form. For further guidance visit and downloadable forms visit: [Isle of Man Government - Reporting of Injuries, Diseases and Dangerous Occurrences \(RIDDOR\)](#)

Bella Luna Beauty Complaints Policy

Our aim is to provide the best service possible. While we always strive to achieve this, there will be times when the client is unhappy with the service. We aim to handle complaints quickly in an effective, fair and honest way.

The policy aims to ensure that:

All members of the public know how to feed back to Bella Luna Beauty and the process of making a complaint is simple;

All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the customer informed of the progress;

Improved customer relations are built by resolving feedback during the initial stages wherever possible.

All feedback is recorded and monitored so that we learn from it and take action to improve services.

The definition of a complaint

A complaint is as follows:

“An expression of dissatisfaction regarding Bella Luna Beauty standard of training, service, action or lack of action”

Please note a complaint is not ‘An initial request for a service to be delivered’.

Who can make a complaint?

Any member of the public or their representative, staff, businesses, public and voluntary bodies can make a complaint about Bella Luna Beauty.

How a complaint can be made

- **Verbally** – To the office
- **Email** – In the ‘contact us’ area of the site
- **Letter** – To the head office:

Cameron Court,
Fort Island Road,
Derbyhaven,
IM9 1TZ,
Isle of Man

The complaints process

1. All complaints are taken seriously and there will be no retribution for making a complaint.
2. All complaints must be made to the customer service manager. A response should be made within 5 working days. This is regardless of how the complaint or expression of dissatisfaction is made.
3. If you feel the response to your complaint under stage one is unsatisfactory, the next stage is for the complaint to be referred to the Management Team who will investigate further and liaise with any additional staff whose information may help resolve the complaint.
4. You will receive a response within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.
5. If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from stage 2 otherwise the case will be closed. The relevant Director will then conduct an Internal Review. A full response will normally be received within 15 days.

Confidentiality: All complaints are treated with confidentiality in mind. Only the customer service manager will be aware that a complaint has been received and is being dealt with. Where the complaint extends to the training service, while the tutor may be requested to provide information to satisfy the complaint, this will be handled appropriately as to not prejudice further training or assessments.

Anonymous complaints will be acted upon, however it is better to provide contact details so that the complainant can be informed of the outcome.

**Aggressive or obsessive complaints**

Bella Luna Beauty wants to deal fairly and honestly with complainants and ensure that other users, clients and staff do not suffer detriment from persons making vexatious complaints.

Bella Luna Beauty solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Complaints about products and manufacturers

Bella Luna Beauty recognises complaints regarding products and equipment supplied through ourselves, and any organisation contracted to work or supply Bella Luna Beauty, and will seek to resolve such complaints.

Bella Luna Beauty will forward complaints received in respect of other organisations to the appropriate bodies.

Equalities statement

Bella Luna Beauty aims to handle all complaints fairly and honestly regardless of who makes the complaint.

Bella Luna Beauty treats all members of the community equitably and will not show bias to any particular individual or group.

Matters that are outside the policy

The following matters are not included in this policy;

Complaints which are subject to legal proceedings

You are also welcome to raise concerns with the Isle of Man Department of Health and Social Care Registration and Inspection Team:

Department of Health and Social Care, First Floor, Belgravia House, Circular Road, Douglas, IM1 1AE
www.gov.im/dhsc

RISK Assessment

Activity/Area	Hazards	Persons at Risk	Severity	Likeli-hood	Rating	Controls	Risk Acceptable
Waxing	Burns & scalds / pass on of infection	All	2	2	4	Ensure that wax pot is maintained and checked regularly. Test wax on my skin before application on client. Disinfect equipment after each client	Y
Eyelash extensions/ tint	Injury / Allergic Reaction / pass on of infection	All	2	2	4	Test patch done 48 hours before treatment. Quiet peaceful room to ensure no distractions. Good ventilation. Infection control policy.	Y
Salon room	Slips, trips & falls. Beauty couch. Habitat Macadam Metal Folding Chair	All	2	2	4	Kept clear of clutter & equipment regularly serviced. Max weight 19 stone. Inform clients of the weight limit. Max weight 15 stone.	Y
Waiting Around	Slips, trips & falls	All	2	2	4	Room kept clear of clutter and free of hazards	Y
Nails	Cuts / pass on of infection	All	2	2	4	Good x-infection control, maintain equipment	Y
Massage	Injury / allergy / pass on infection	All	2	2	4	Take medical history. Ensure massage table is in good working order. Clean towels for every client	Y
Facial	Injury / Allergic Reaction	All	2	2	4	Medical history taken and ensure safe working environment.	Y
henna	Injury / Allergic Reaction	Client	2	2	4	Only use natural product to reduce risk / safe working environment	Y
Front garden/parking	Slip, trips & falls	All	2	2	4	Keep paving clear of leaves and obstructions like bins	Y
Road	Road hazards	All	6	1	6	Clear instructions to minimise stress & confusion	Y
Mobile at pamper parties	Slips, trips and falls / allergic reaction / pass on infection	All	2	2	4	Email in advance to ensure ample space for massage table & products. Test patches done prior to event	Y
Stall event	Slip, trips and fails	Visitors	2	2	4	Any electrical cable and equipment kept out of walking area and follow event organisers instructions	Y



<p>*Severity</p> <p>1. = Trivial</p> <p>2. = Minor</p> <p>3. = Major – single</p> <p>4. = Major – multiple</p> <p>5. = Hospitalization</p> <p>6. = Fatality</p>	<p>**Likelihood</p> <p>1. = Improbable</p> <p>2. = Unlikely</p> <p>3. = Possible/happens</p> <p>4. = Happens Occasionally</p> <p>5. = Happens Periodically</p> <p>6. = Happens Frequently</p>							
	Fatality	6	6	12	18	24	30	36
	Hospitalisation	5	5	10	15	20	25	30
	Major – Multiple	4	4	8	12	16	20	24
	Major – single	3	3	6	9	12	15	18
	Minor	2	2	4	6	8	10	12
	Trivial	1	1	2	3	4	5	6
			1	2	3	4	5	6
		Improbable	Unlikely	Possible / Happens	Happens occasionally	Happens periodically	Happens frequently	



Equality, Diversity and Inclusion Statement

We understand the value of different perspectives, experiences and backgrounds that make each person unique. This includes but is not limited to: race, gender, religion, disability, ethnicity, ability, marital status, age and sexual orientation.

Everyone is welcome

We value and respect our clients, staff, contractors and job applicants and see everyone as Human first. Bella Luna Beauty is dedicated to encouraging a supportive and inclusive culture amongst the whole workforce.

It is within our best interest to promote diversity and eliminate discrimination in the workplace. Our aim is to ensure that all employees and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to give their best as a result. This policy reinforces our commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment.

We understand the value of different perspectives, experiences and backgrounds that make each person unique. This includes but is not limited to: race, gender, religion, disability, ethnicity, ability, marital status, age and sexual orientation.

We value and respect our clients, staff, contractors and job applicants, and Bella Luna Beauty is dedicated to encouraging a supportive and inclusive culture amongst the whole workforce.

We are committed to promoting diversity and eliminate discrimination in the workplace, with the aim of ensuring all employees and job applicants are given equal opportunities. We want our workforce to properly represent all sections of society. This policy reinforces our dedication to providing equality and fairness to all in our employment.

All employees, regardless of employment status (e.g. temporary, part-time, contract), will be treated fairly and with respect. When selecting candidates for employment, promotion, training, or any other benefit, it will exclusively be on the basis of their aptitude and ability.

All employees will be given assistance and encouragement in their continuing professional development. In supporting staff to reach their full potential, both we and our employees benefit.

Our commitments:

- To create and nurture an environment in which individual differences and the contributions of all team members are recognised, valued, and accommodated for.
- To create and nurture a working environment that promotes dignity and respect for every employee.
- Zero tolerance for any form of intimidation, bullying, or harassment, with the potential for disciplinary action where this policy is breached.
- To ensure training, development, and progression opportunities available to all staff.
- To promote equality in the workplace.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns, so remedial action can be taken where required.
- To ensure employees to treat everyone with dignity and respect.
- To regularly review all our employment practices and procedures so we can make sure they are up-to-date, relevant, and accurately reflect any legislative or regulatory obligations.

Bella Luna Beauty will inform all employees that an equality and diversity policy is in operation, with a requirement for staff to document that they have read and understood the policy and agree to its terms. The policy will also be supplied to funding agencies, stakeholders, customers, learners, and job applicants.

Our policy will be monitored and reviewed annually to ensure that it accurately reflects our ethos and commitments, as well as updating any relevant statutory or regulatory obligations.

Disciplinary rules and procedure

Our aim is to encourage improvement in individual conduct and performance. This procedure sets out the action which will be taken if your conduct does not match the standards that we expect.

At each stage of this formal procedure, you will be informed of the issue and with the exception of gross misconduct, given constructive criticism and the chance to rectify the problem with an emphasis on finding ways in which you can remedy any shortcomings. Disciplinary action will normally be taken by the Department Head / your manager and you will be given written confirmation of any formal warning that you receive. No disciplinary action will be taken against you until a full investigation has been carried out and you have attended a disciplinary hearing at which you will have a chance to explain your actions or inactions. You may be accompanied by a colleague or trade union representative of your choice at any disciplinary hearing.

The following procedure may be implemented **at any stage**, depending on the seriousness of the issue.

Procedure

Investigation

In all cases the matter will be investigated, and you will be informed as to the outcome. Where the allegation relates to an issue of gross misconduct, you may be suspended on full pay to allow the investigation to run smoothly.

If the investigation suggests that misconduct has occurred, you will be invited to attend a disciplinary hearing.

Disciplinary Hearing

You will be advised what the problem is and when to attend the disciplinary hearing. You are entitled to be accompanied by a work colleague or trade union representative. At the hearing you will be given the opportunity to put your case forward. If having heard all the evidence, the case against you is proven, then one of the following stages (either a or b), will be implemented: -

a) Disciplinary stages

Stage 1 – verbal warning

If conduct or performance is unsatisfactory, you will be given a verbal warning. Such warnings will be recorded but disregarded after 3 months of satisfactory service. You will also be informed that action at Stage 2 may be taken if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, it may be justifiable to move directly to a final written warning).

Stage 2 – first written warning

If an offence is sufficiently serious, or if there has been no improvement in conduct or performance despite a previous warning, or if a further offence of a similar kind occurs, a first written warning will be given which will include the reason for the warning and a note that if no improvement results within a specified period, action at Stage 3 may be taken. This first written warning will be disregarded after 6 months.

Stage 3 – final written warning

If the conduct or performance is still unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify dismissal, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within a specified period, action at Stage 4 may be taken, which may include dismissal. This final written warning will be disregarded after 12 months.

Stage 4 – dismissal or action short of dismissal

If the conduct or performance has failed to improve within the required timescale, you may be dismissed or be subject to an action short of dismissal which may include: - demotion, transfer, loss of seniority (as allowed in the contract). You will be advised in writing of any decision and in cases of dismissal, the reasons for your dismissal.

b) Gross Misconduct

If following the disciplinary hearing, it is confirmed that you have committed an act(s) of gross misconduct then the normal consequence will be summary dismissal without notice or pay in lieu of notice. The following are examples of what we consider to be gross misconduct, the list is for guidance and is not exhaustive: -



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- Theft or unauthorised possession of company, colleagues', or customers' property
- Attending work under the influence of alcohol or non-prescribed drugs
- Fighting or assault
- Racial or sexual harassment or bullying
- Smoking in non-designated areas
- Negligence resulting in unacceptable loss or risk of injury
- Inappropriate use of the company internet and email
- Misuse of company time on mobile devices

Appeal Procedure

You have the right to appeal against any disciplinary penalty given to you at any of the above stages. You should submit your appeal, in writing to the Managing Director within 5 working days.

Grievance Procedures

Stage 1

If you have a grievance about your employment you should first raise it verbally with Karen Thomas.

Stage 2

If the reply given at stage 1 does not satisfactorily resolve your grievance, you should detail your grievance in writing, submitting it to Loni Evans.

Stage 3

If the matter remains unresolved, you may appeal in writing to Philip Vermeulen, who will aim to give you a decision within 5 working days. This decision will be final.

You may be accompanied by a colleague or trade union representative of your choice at any grievance hearing.

Staff Suspended on clinical or professional grounds

It is the responsibility of the directors to inform the DHSC if any employee of Bella Luna Beauty Limited is suspended on clinical or professional grounds.

Training Policy

Bella Luna Beauty believes staff should be well trained to ensure the highest service levels are provided to clients.

Our policy is to ensure that staff are trained according to the requirements of procedures offered. This includes formal VTCT qualifications, manufacturer's training and any additional training required. Staff are not allowed to provide customers with services for which they have not had the relevant training.

Right to Access Records at any time

Clients have the right to access their records at any time. This includes:

Deleting or updating identifiable information

[The right to erasure/to be forgotten](#) Individuals can request that any identifiable personal information that Bella Luna Beauty have stored on them be deleted or removed.

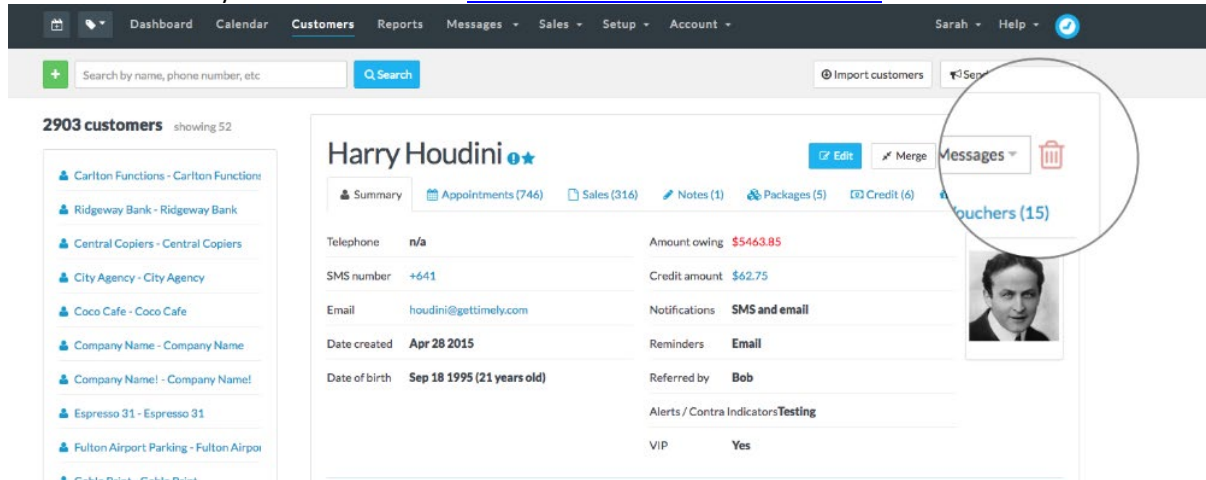
[The right of rectification](#) If the data we hold on someone is incorrect, you must correct it and send that correction to any third parties.

For example: A client has visited Bella Luna Beauty for an initial consult and has completed a new client form that required them to share some personal information around their employment, marital status and

physical/mental health. After deciding to go with an alternative provider, they request that you remove their information from our system. This must then be completed by a staff member.

If a customer requests that any of their details be updated, these changes can be made directly to their customer record in Timely.

If a customer requests to be removed from our database, you can archive their customer record, which will remove them from your list of customers: [How to archive and restore customers](#).



The screenshot shows the Timely CRM interface. At the top, there is a navigation bar with options like Dashboard, Calendar, Customers, Reports, Messages, Sales, Setup, and Account. Below this is a search bar and a list of 2903 customers. The main content area displays the profile for 'Harry Houdini'. The profile includes a summary, appointments (746), sales (316), notes (1), packages (5), credit (6), and banners (15). Key details include: Telephone (n/a), SMS number (+641), Email (houdini@gettimely.com), Date created (Apr 28 2015), Date of birth (Sep 18 1995, 21 years old), Amount owing (\$5463.85), Credit amount (\$62.75), Notifications (SMS and email), Reminders (Email), Referred by (Bob), Alerts / Contra Indicators (Testing), and VIP status (Yes). A red circle highlights the 'Messages' and 'Banners' sections.

Under some circumstances, the right to erasure won't apply. In these circumstances, any identifiable information can be removed/redacted at our end to protect the customer's privacy, while keeping the integrity of your historical records intact.

If a customer requests to have their full details and history removed completely, then you can contact Timely directly on privacy@gettimely.com.

Whistle-blowing Policy

Bella Luna Beauty is committed to conducting its business with honesty and integrity, and we expect the people and organisations acting on behalf of the company to maintain high standards.

This policy is intended to encourage the members of staff to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events, behaviours or practices. These may include instances of bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and breaches of legal or professional obligations.

If the whistle-blower is a member of staff, he/she should promptly report the suspected or actual event in accordance with this whistle-blowing policy. If a member of the public wishes to contact the company regarding a matter of wrongdoing, they should call the company at 07624 222430 and ask to speak confidentially to the individual designated for overseeing this policy. In all other cases:

1. The whistle-blower should promptly report the suspected or actual event to a director.
2. The whistle-blower may provide his/her identity when reporting the event or choose for their name to be kept as confidential. Completely anonymous disclosures are difficult to investigate, and the company will make every effort to keep the identity of a whistle-blower secret, only revealing it where necessary to those involved in investigating the matter.
3. The whistle-blower shall not suffer any detrimental treatment or be punished or blamed for a report that was provided in good faith.
4. If a whistle-blower makes a report in bad faith (for instance to damage the reputation of another individual or organisation, or to cause disruption within the company), they may become subject to disciplinary proceedings under the Disciplinary Procedures, which may lead to suspension or expulsion from their role.

5. Anyone who threatens or retaliates against a whistle-blower will be subject to disciplinary action as appropriate under the policies of the company.
6. Crimes against person or property should immediately be reported to local police authority.
7. When a whistle-blower reports a matter to the company, the relevant director should act promptly, considering whether a disciplinary procedure should be initiated in respect of the disclosure, meaning:
 - a. In respect of Bella Luna Beauty staff, the disciplinary procedure contained in the procedures; and
 - b. In respect of directors, the disciplinary procedure contained in the Disciplinary Procedures.
8. The whistle-blower must receive a report within five business days of the initial report being made, setting out how the investigation will be handled (and under which disciplinary procedure), with regular updates on progress and, when the investigation is completed, how the issue will be resolved.
9. If the investigation of a report, that was made in good faith and investigated in accordance with the company's policies, is not to the whistle-blower's satisfaction, and all rights of appeal under the relevant disciplinary procedure have been exhausted, then he/she may report the event to the appropriate legal or investigative agency.
10. The identity of the whistle-blower, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by police, in which case members of the company are subject to all the requirements of external legal agencies.

Safeguarding of Vulnerable Adults

Bella Luna Beauty require staff to read Isle of Man Government Guidance ([iom-safeguarding-together.pdf \(gov.im\)](#)) in order to respond appropriately to vulnerable adults.

Resuscitation Policy

Follow Resuscitation Council UK guidelines – in summary applicable to Bella Luna Beauty are:

How to recognise cardiac arrest

- Start CPR in any unresponsive person with absent or abnormal breathing.
- Slow, laboured breathing (agonal breathing) should be considered a sign of cardiac arrest.
- A short period of seizure-like movements can occur at the start of cardiac arrest. Assess the person after the seizure has stopped: if unresponsive and with absent or abnormal breathing, start CPR.

How to alert the emergency services

Alert the emergency medical services (EMS) immediately by dialling 999 on your phone, if a person is unconscious with absent or abnormal breathing.

- A lone bystander with a mobile phone should dial 999, activate the speaker or another hands-free option on the mobile phone and immediately start CPR assisted by the dispatcher.
- If you are a lone rescuer and you have to leave a victim to ring the ambulance service, alert the ambulance service first and then start CPR.

High-quality chest compressions

- Start chest compressions as soon as possible.
- Deliver compressions on the lower half of the sternum ('in the centre of the chest').
- Compress to a depth of at least 5 cm but not more than 6 cm.
- Compress the chest at a rate of 100–120 min⁻¹ with as few interruptions as possible.
- Allow the chest to recoil completely after each compression; do not lean on the chest.
- Perform chest compressions on a firm surface whenever feasible.

Rescue breaths

- If you are trained to do so, after 30 compressions, provide 2 rescue breaths.
- Alternate between providing 30 compressions and 2 rescue breaths.
- If you are unable or unwilling to provide ventilations, give continuous chest compressions.

Safety

- Make sure you, the person and any bystanders are safe.



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- Members of the public should start CPR for presumed cardiac arrest without concerns of causing harm to those not in cardiac arrest.
- Members of the public may safely perform chest compressions and use an AED as the risk of infection during compressions and harm from accidental shock during AED use is very low.

Foreign body airway obstruction

- Suspect choking if someone is suddenly unable to speak or talk, particularly if eating.
- Encourage the person to cough.
- If the cough becomes ineffective, give up to 5 back blows:
 - Lean the person forward.
 - Apply blows between the shoulder blades using the heel of one hand.
- If back blows are ineffective, give up to 5 abdominal thrusts:
 - Stand behind the person and put both your arms around the upper part of their abdomen.
 - Lean the person forwards.
 - Clench your fist and place it between the umbilicus (navel) and the ribcage.
 - Grasp your fist with the other hand and pull sharply inwards and upwards.
- If choking has not been relieved after 5 abdominal thrusts, continue alternating 5 back blows with 5 abdominal thrusts until it is relieved, or the person becomes unresponsive.
- If the person becomes unresponsive, start CPR.

Recovery Position

For adults and children with a decreased level of responsiveness due to medical illness or non-physical trauma, who do not meet the criteria for the initiation of rescue breathing or chest compressions (CPR), RCUK recommends they be placed into a lateral, side-lying recovery position. Overall, there is little evidence to suggest an optimal recovery position, but RCUK recommends the following sequence of actions:

- Kneel beside the person and make sure that both legs are straight.
- Place the arm nearest to you out at right angles to the body with the hand palm uppermost.
- Bring the far arm across the chest, and hold the back of the hand against the person's cheek nearest to you.
- With your other hand, grasp the far leg just above the knee and pull it up, keeping the foot on the ground.
- Keeping the hand pressed against the cheek, pull on the far leg to roll the person towards you onto their side.
- Adjust the upper leg so that both the hip and knee are bent at right angles.
- Tilt the head back to make sure the airway remains open.
- Adjust the hand under the cheek if necessary, to keep the head tilted and facing downwards to allow liquid material to drain from the mouth.

Person Centred Treatment Policy

- Check regularly for normal breathing.

At Bella Luna Beauty we want to ensure that treatment is provided in a person centred way. This means that we do an assessment of the clients needs and importance of, maintaining a close check on all unresponsive individuals. Form completed on the EMS arrives to ensure that the client's breathing remains open. In certain situations such as resuscitation-related agonal respirations or trauma, it may not be appropriate to move the individual and/or carry a recovery position.

- 🕒 service recipients must give verbal consent to all intimate examinations, and are welcome to have a chaperone if undergoing such an examination, or are able to bring a relative or friend with them if they wish;
- 🕒 Clients, and their relatives if appropriate, are consulted about the planning and delivery of services provided to them, which includes taking into account their preferences and requests;
- 🕒 service recipients have access to their health records in line with the:
 - Data Protection Act 2018
 - recommendations of the Caldicott Committee report and
 - guidelines from professional bodies.
- 🕒 services are provided in such a way that facilitates can be accessed by clients of all abilities.
- 🕒 Privacy, dignity and confidentiality are respected at all times - ensuring that changing of clothing can be completed with sufficient time allowed and the service provider will knock on the door prior to entering the room.
- 🕒 clients are addressed by their preferred name and title (the booking system allows for this to be defined by the client at any time); and are treated with courtesy, consideration and respect.