

Professional Reflexology Affinity Scheme - UK



INDIVIDUAL PROFESSIONAL, PUBLIC & PRODUCTS LIABILITY

Thank you for your enquiry and welcome to Balens.

This pack will help you assess if the Individual Professional, Public & Products Liability product is suitable for your needs and guide you through the process to get insured.

Our team is on hand to help if you need us – just call 01684 580771 or email info@balens.co.uk

WHAT'S IN THE PACK?

- **Guidance notes** to help you through the process of getting insured
- The **declaration form** you need to complete to apply for cover
- An **activities list** of common therapies we insure
- A **premium guide** which may enable you to work out how much you will need to pay
- Our **Key Facts** document summarising who we are, who regulates us, the service we offer, insurance companies we use and other important information such as the complaints process
- A summary of the **Insurance Act 2015**, including **your responsibilities** to make a fair presentation of the risk at inception, renewal and whenever you request changes to your policy

SOME IMPORTANT LEGAL INFORMATION BEFORE YOU GET STARTED:

Please note the completion and submission of the declaration form does not bind you or us to enter a contract of insurance. More information may be required from you. In order to minimise the need for further clarification please answer all questions fully.

Based upon **your Insurance Act 2015 responsibilities**, you must make a fair presentation of the risk to us when completing the declaration form, at inception, renewal and whenever you request changes to your policy. This means you must tell us about all facts and circumstances which may be material to the risks covered by the policy in a clear and accessible manner and must not misrepresent any material facts. A material fact is one which would influence our acceptance or assessment of the risk. If you have any doubt about facts considered material, it is in your interest to disclose them. If you do not make a fair presentation of the risk the policy may be avoided, written on different terms or a higher premium may be charged, depending on the circumstances of the failure to present the risk fairly.



BALENS
Specialist Insurance Brokers

"We care for the Carers"

Established 1950 – Over 60 years of Service & Personal Support

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Balens Limited has passporting rights enabling us to carry out insurance transactions within EEA states. This business may not be regulated by the Financial Conduct Authority, however, we apply the same compliance protocol across all of our business.

GUIDANCE NOTES

IS THIS THE RIGHT INSURANCE FOR ME?

This policy is to cover you, and you alone, as a practicing therapist, irrespective of whether your business is set up as sole trader, partnership or limited company.

If you employ or use other Health and Wellbeing Professionals, or take payments, bookings or advertise for them you will need a different type of policy – please contact Balens for guidance on 01684 580771 or info@balens.co.uk

HOW DO I GET INSURED?

Easily – in a few simple steps:

1) Complete the declaration form and read the key facts and Balens terms of business document:

- Answer all questions in full
- List all therapies you:
 - currently perform
 - are a student in and for which you require cover for case study work
- Confirm agreement to the Balens terms & conditions
- You must be a current member of the Professional Reflexology in order to take out this policy. If you are not your insurance cover could be declared void.

2) Get a premium:

Send the **declaration form to us for a quote** if:

- Any therapy you perform is **NOT** on the activities list, **and/or**
- The list states an endorsement applies, **and/or**
- You have non-UK qualifications
- You practice an activity for which there is no recognised qualification and you would like us to consider insuring you on the basis of your experience

We will get back to you to confirm if we can offer cover, the premium and if any special terms/endorsements will apply – we may request more information to do this
If you have non-UK qualifications we will need you to complete an additional form

OR

Use the **premium guide** to calculate your price if:

- All your therapies are on the **activities list**, and
- No endorsements apply, and
- all your qualifications were taken in the UK

Your price will be based on:

- The limit of indemnity you select; and
- If you decide to take the Personal Accident cover option (please read the Personal Accident Key Facts document)

3) Sign the declaration form and send to us with copies of your qualifications

Important things to note:

- Make sure you have answered all questions fully and agreed the terms & conditions
- We need copies of your qualifications for ALL activities performed
- If you are currently insured elsewhere we must receive your documentation BEFORE the expiry date of your current policy to ensure continuous cover.

You can provide documents:

- Scanned and emailed to info@balens.co.uk – remember to sign the declaration before scanning, OR
- By post to Balens Limited, Bridge House, Portland Road, Malvern, WR14 2TA

4) Get confirmation of cover:

We will start your policy from the date we receive your documents subject to your declaration being complete, agreeing the premium and (if applicable) special terms/endorsements.

5) Pay the premium: your payment options are:

TELEPHONE – when we call to confirm your price, or call us on 01684 580771 once we have received your form. We can:

- Take a single payment by debit/credit card, or
- Provide our account details and a reference for payment by online banking/BACS, or
- Set up an annual or monthly Direct Debit facility – please contact us for more information on these options

CHEQUE - payable to Balens Ltd, to Balens Limited, Bridge House, Portland Road, Malvern, WR14 2TA.

Note, if you know your price from using the premium guide, please include your cheque with the signed declaration form

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Premium Information

As an ethical, regulated business we wish to be clear and transparent about the breakdown of the cost of your insurance policy arranged through us. The tables below aim to achieve this.

£4,000,000 Full practitioner (£4M Full)	Malpractice Premium	Legal Expenses	Net Insurance Cost	Insurance Premium Tax (IPT) @ 12%	Balens Admin Fee	Affinity Fee	Total Premium Payable
Annual Premium	£30.00	£8.19	£38.19	£4.58	£7.19	£3.00	£52.96

£6,000,000 Full practitioner (£6M Full)	Malpractice Premium	Legal Expenses	Net Insurance Cost	Insurance Premium Tax (IPT) @ 12%	Balens Admin Fee	Affinity Fee	Total Premium Payable
Annual Premium	£40.00	£8.19	£48.19	£5.78	£7.19	£3.00	£64.16

Optional Personal Accident Cover - Please see Key Facts sheet (enclosed)

Personal Accident Premium	Insurance Premium Tax (IPT) @ 12%	Total premium payable
£10.00	£1.20	£11.20

ACTIVITIES LIST

STANDARD ACTIVITIES COVERED, STRICTLY SUBJECT TO SUITABLE QUALIFICATIONS HELD.

Acupressure	Alexander Technique
Allergy Testing	Angel Therapy
Aromatherapy	Astrology
Baby Massage	Bach Remedies
Biodynamic Psychology	Bowen Therapy
Breathing Therapy	Cognitive Therapy
Colour Therapy	Counselling
Craniosacral Therapy	Crystal Therapy
Diet and Nutrition	Dowsing for Stress Relief
EMDR	Emotional Freedom Technique
Em-Power Therapy	Energy Field Therapy
Facial Massage	Feng Shui
Hand Massage	Healing
Herbal Medicine	Homeopathy
Hopi Ear Candles	Hot Stones
Hypnotherapy	Indian Head Massage
Integrated Energy Therapy	Iridology
Jikiden Reiki	Kinesiology
Kinetic Energy	Life Coaching
Light Touch Therapy	Lightning Process
Magnet Therapy	Manual Lymph Drainage Category 1 and 2
Massage (including Deep Tissue)	Meditation
Mediumship	Metamorphic Technique
Mindfulness	Myofascial Release
Neuro Linguistic Programming	Neuroflexology
Nutrition Therapy	On Site Massage
Phytobiophysics	Pilates (including machine work)
Pilates Matwork	Pre and Post Natal Massage
Pregnancy Massage	Psych-k
Psychology	Psychology of Vision
Psychotherapy	Qigong
Radionics	Reconnective Healing

Reflex Zone Therapy	Reflexology
Reiki	Relaxation Therapy
Rhythmical Massage Therapy	Shamanism
Shiatsu	Sound Healing
Sound Therapy	Spiritual Healing
Spiritual Psychotherapy	Sports Massage
Stress Management	Tai Chi (Non-Combat)
Tellington TTouch	Thought Field Therapy
Time Line Therapy	Vibrational Medicine
Visualisation	Vitamin and Mineral Therapy
Vortex Healing	Yoga

STUDENT COVER

Provides cover for case studies and other work performed prior to gaining your qualification. The conditions of cover are as follows: Ongoing case consultation with your tutor, clients must be told that you are not qualified, you cannot practice outside the scope of what you have been taught and any charges/expenses made must be less than a qualified therapist.

DECLARATION FORM



This policy is to cover you, and you alone, as a practicing therapist, irrespective of whether your business is set up as sole trader, partnership or limited company.

If you employ or use other Health and Wellbeing Professionals, or take payments, bookings or advertise for them you will need a different type of policy – please contact Balens for guidance.

Please tick to confirm you require cover as an individual practitioner:

I can confirm I am a current member of Professional Reflexology and understand it is a condition of my insurance I maintain my membership.

Sole Trader <input type="checkbox"/>	Limited Company (Ltd) <input type="checkbox"/>	Public Limited Company (Plc) <input type="checkbox"/>
Partnership <input type="checkbox"/>	Limited Partnership (LP) <input type="checkbox"/>	Limited Liability Partnership (LLP) <input type="checkbox"/>

What is the name of your Business?		
Therapist title (Mr./Mrs./Dr. etc.):	Therapist Date of Birth:	
Name of the practicing therapist:		
Address:		
Postcode:	Tel:	Mob:
Email:	Date you require the policy to start:	

Please tick to confirm the option you require	Please enter total premium payable
£4,000,000 Full practitioner (£4M Full) <input type="checkbox"/>	
£6,000,000 Full practitioner (£6M Full) <input type="checkbox"/>	
Personal Accident <input type="checkbox"/>	

Please state in the boxes below the activities you require insurance cover for and please provide us with copies of your qualifications. Cover will be provided subject to suitable qualifications held.

If there is an activity you practice that is not listed on the 'Activities List', please provide us with as much information as you can in the space below.

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Continued overleaf

DECLARATION FORM - Continued

Questions	Yes	No
Have you ever been convicted of, or charged (but not yet tried) with any criminal offence, other than motoring offences, or offences that are spent under the Rehabilitation of Offenders Act 1974?		
Have you ever had a proposal or renewal for insurance declined or cancelled; a policy voided, withdrawn or suspended, or special terms imposed by an insurer?		
Have you ever had any claims, or are you aware of any circumstances which could give rise to a claim, under the policy involving negligence, error or omission?		
Have you ever had any disciplinary hearings made against you, or are you aware of any circumstances which may result in a claim or suit being made against you?		
Have you or any director or partner been the subject of, or have proceedings or applications pending for, any winding up order, receivership, debt relief, liquidation, administration, county court judgement (CCJ), company or individual voluntary agreement, bankruptcy or insolvency?		

If the answer is Yes to any of the above questions, please disclose full information to us in a clear and accessible manner below:

Have you read, understood and agree to accept the Balens Terms of Business letter enclosed?

By signing the form below I declare that the statements and particulars in this proposal are true and complete. I have made a fair presentation of the risk and have not misrepresented or suppressed any material facts. I agree to the contract of insurance being prepared using the information I have supplied in this form along with any associated information I have supplied. I shall inform you of any material alteration to those facts and/or the information supplied before completion of the contract of Insurance.

A copy of the policy wording is attached for your attention.

Signed:

Dated:

RETURNING YOUR FORM

PLEASE COMPLETE AND RETURN THE TWO PAGE DECLARATION FORM ALONG WITH COPIES OF YOUR QUALIFICATIONS TO:

BALENS LTD, BRIDGE HOUSE, PORTLAND ROAD, MALVERN, WR14 2TA

OR EMAIL: INFO@BALENS.CO.UK