

Isle of Health Limited - Client Policy Document

Version 1.1 | Effective 25 August 2025

Welcome to Isle of Health!

Our mission is to provide you with a safe, relaxing, and beneficial halotherapy experience. To ensure the comfort and wellbeing of all our clients, we have established the following policies based on recognised industry best practices. Please read this document carefully before your session. By booking with us, you agree to these terms.

1. Our Commitment to Quality & Your Safety

Your health and safety are our highest priorities. We are committed to providing an authentic and professional dry salt therapy experience.

*** Professional-Grade Halotherapy:** We use a state-of-the-art halogenerator that grinds pure salt into microscopic particles (a dry aerosol) and disperses it into the therapy room. This is the only method proven to deliver the therapeutic benefits of halotherapy.

*** Purity of Salt:** The salt used in our halogenerator for your therapy is 99.99% pure, pharmaceutical-grade sodium chloride. It contains no fillers, additives, or anti-caking agents.

*** Therapeutic Environment:** Our salt room is a fully enclosed, controlled environment designed to maintain the optimal concentration of salt aerosol. While we use Himalayan rock salt for ambient and decorative purposes, it is the aerosolised salt from the halogenerator that provides the therapy.

*** Hygiene & Air Quality:** We adhere to strict hygiene protocols. Our ventilation system performs a full air exchange between sessions, and all frequently touched surfaces (chairs, door handles) are thoroughly sanitized.

2. Important Health & Safety Information (Client Responsibilities)

Halotherapy is a safe and gentle therapy for most people, but certain conditions require caution. It is your responsibility to consult with a medical professional if you have any concerns.

A. Medical Disclaimer

* Halotherapy at Isle of Health Limited is a complementary therapy designed to enhance wellness. It is not a medical treatment.

* Our staff are not medically trained and cannot provide diagnosis, treatment, or medical advice.

* Halotherapy should not be used as a substitute for any medication or treatment prescribed by your doctor. We do not make claims to "heal" or "cure" any medical condition. Always consult your GP or specialist for health concerns.

B. Contraindications

For your safety, you must not use halotherapy if you have any of the following conditions:

- * Active tuberculosis (TB)
- * Any infectious or contagious disease (including flu or common cold with fever)
- * Fever
- * Severe or unstable heart conditions
- * Stage 3 or 4 Chronic Obstructive Pulmonary Disease (COPD)
- * Uncontrolled severe hypertension (high blood pressure)
- * Acute respiratory distress

C. Conditions Requiring Medical Consent

If you have any of the following conditions, you must obtain clearance from your doctor before booking a session:

- * Pregnancy
- * Chronic kidney disease
- * Instable or moderate hypertension
- * Recent surgery or hospitalisation

It is your responsibility to inform us of any relevant health conditions before your session begins.

D. Potential Side Effects

Mild reactions are normal as your body acclimates to the salt aerosol. These typically subside quickly and may include:

- * A dry throat or slight tickle
- * A mild cough
- * Minor skin irritation or redness
- * Runny nose or sinus drainage

Aftercare: We recommend drinking plenty of water after your session to stay hydrated and help soothe a dry throat.

E. Policy for Minors (Under 16)

- * All individuals under the age of 16 must be accompanied at our facility by a parent or legal guardian at all times.
- * Prior to the child's first session, the accompanying parent or guardian is required to complete and sign a specific medical consent form on behalf of the child. This policy is in place to ensure the child's utmost safety and to confirm that the responsible adult understands the therapy and consents to their participation.

3. Your Halotherapy Session: Booking, Arrival & Etiquette

To ensure a tranquil experience for everyone, we ask that you observe the following guidelines.

*** Booking & Cancellation:** All sessions must be booked in advance. We operate a 24-hour cancellation policy. Sessions cancelled or rescheduled with less than 24 hours' notice may be subject to the full session fee.

*** Arrival:** Please arrive 5-10 minutes before your scheduled appointment time to check in and relax. Late arrivals may result in a shortened session to ensure we run on time for the next client.

*** What to Wear:** Wear comfortable, clean clothing. The salt aerosol will not damage your clothes.

*** In the Salt Room:**

*** No food or drink is permitted inside the salt room.**

*** Please refrain from using mobile phones or other electronic devices to maintain a peaceful environment.**

*** For the comfort of all guests, please arrive clean and refrain from wearing any perfume, cologne, or strongly scented lotions.**

4. Informed Consent & Agreement

By booking and attending a session at Isle of Health Limited, you confirm that you have read, understood, and agree to the following:

*** You accept the terms outlined in this Client Policy Document.**

*** You have accurately disclosed all relevant medical information and will seek a doctor's advice if you have any health concerns.**

*** You understand that halotherapy is not a medical treatment and is not a substitute for advice or medication from a qualified medical professional.**

*** You release Isle of Health Limited and its staff from any and all liability related to your use of the halotherapy services, except in cases of gross negligence.**

Thank you for your cooperation. We look forward to welcoming you to Isle of Health Limited and supporting you on your wellness journey.

Isle of Health Limited

2-4 Marina Road, Douglas, Isle of Man

07624 364243

isleofhealthltd@gmail.com

<https://isleofhealth.co.uk/>