

KALLAN VOCALS

Studio, Vocal Coaching & Vocal Massage Policy

For adult and professional clients

Kallan Vocals provides professional vocal coaching and vocal massage services in a welcoming, respectful and supportive environment. These policies set clear expectations and professional boundaries for clients and practitioners.

Appointments & scheduling

All appointments, cancellations, rescheduling requests and changes to session times must be made through the website or directly by email/message to Bethany. Clients are responsible for keeping their contact details up to date.

24-hour cancellation policy

At least 24 hours' notice must be provided to cancel or change an appointment. With at least 24 hours' notice, the session may be rescheduled or the fee credited towards a future appointment. Cancellations or changes made with less than 24 hours' notice are chargeable at the full session fee and the appointment will be lost.

Illness & online vocal coaching

Please do not attend the studio in person if you have a contagious illness. If you have a contagious illness but are otherwise well enough to sing and participate, your vocal coaching appointment can be switched to an online session at the originally scheduled time.

You must contact and notify Bethany before the appointment for the session to be switched online. Please do not assume the booking has changed unless Bethany has been notified by email or message.

If you are too unwell to participate, the normal 24-hour cancellation policy applies. Vocal massage cannot be carried out online; if illness prevents attendance for vocal massage, please contact Bethany as soon as possible and the normal cancellation policy will apply.

Late arrivals

If you arrive late, the session will normally still finish at the originally scheduled time so that subsequent clients are not affected. The full session fee remains payable.

Vocal coaching

Coaching may include work on breathing, vocal function, performance, repertoire, vocal development and the individual needs and goals of the client. Please tell your coach immediately if an exercise causes pain, significant discomfort or feels unsuitable. Vocal coaching is educational and is not a substitute for assessment, diagnosis or treatment by an appropriately qualified healthcare professional.

Vocal massage: client information, screening & contraindications

Before receiving vocal massage or other hands-on work, clients must complete the Kallan Vocals Vocal Massage: Client Information & Consent Form accurately and honestly. The form is available on the Kallan Vocals website and/or will be emailed to clients when a vocal massage session is booked. Vocal massage sessions will not proceed until the completed form has been received. Clients must also tell Bethany about any relevant changes to their health, medication, injuries or circumstances before later appointments.

The information is used to consider whether hands-on work is appropriate and whether techniques should be adapted, postponed or avoided. Relevant matters may include:

- current illness, fever or contagious infection
- recent injury, accident, surgery or medical procedure
- neck, shoulder, jaw or spinal conditions or injuries
- skin conditions, infection, wounds, swelling or inflammation in areas where hands-on work may take place
- unexplained pain, swelling, numbness or other new symptoms
- circulatory, cardiovascular or neurological conditions
- relevant medication or ongoing medical treatment
- pregnancy, where relevant to safe positioning or hands-on work
- any diagnosed condition or other health concern that may affect suitability for vocal massage.

This list is not exhaustive. If you are unsure whether something is relevant, please tell Bethany before the session. Kallan Vocals may modify, postpone or decline hands-on work where continuing may be inappropriate, unsafe or outside professional scope, and may recommend advice from an appropriate healthcare professional before proceeding.

Consent & professional boundaries for hands-on work

The nature of relevant hands-on work will be explained and consent obtained before proceeding. Completion of the client information form does not provide blanket consent for every technique. Consent is ongoing: clients may ask questions, request a change in pressure or technique, decline an area or technique, pause the session, or withdraw consent at any time without giving a reason.

Hands-on techniques may involve areas associated with voice production and muscular tension, including the neck, shoulders, jaw, face and surrounding areas, depending on the agreed session. Physical contact will only be for an agreed professional purpose and within the practitioner's scope.

Scope of practice & results

Vocal coaching and vocal massage are intended to support vocal wellbeing, function, comfort and performance within the practitioner's professional scope. Kallan Vocals does not diagnose medical conditions and these services do not replace medical care, speech and language therapy, physiotherapy or other regulated healthcare services where required. Individual responses vary and no particular outcome can be guaranteed.

Respectful behaviour

Respectful and appropriate language and behaviour must be used at all times. Abusive, threatening, discriminatory, sexually inappropriate, intimidating or otherwise unacceptable behaviour will not be tolerated. The practitioner may pause or immediately end a session if a client's language, behaviour or actions make them feel uncomfortable, unsafe or unable to continue professionally. Serious or repeated behaviour may result in future bookings being declined.

Emergency situations

If a client becomes seriously unwell, is injured, or an urgent health or safety concern arises during a session, Kallan Vocals may stop the session and seek appropriate assistance, including contacting the emergency services where reasonably necessary. Clients should provide accurate emergency/contact information and keep it up to date. Any decision to continue, modify or end a session will prioritise immediate safety.

Credits, packages & gift vouchers

All lesson credits, session credits, packages and gift vouchers must be used within 12 months of the original date of purchase or issue, unless Kallan Vocals states otherwise in writing. Unused credit expires after that period and cannot be carried forward. A booking made using a credit, package or voucher that is cancelled with less than 24 hours' notice will be treated as used. Credits and vouchers have no cash redemption value except where required by law.

Data protection & confidentiality

Kallan Vocals may collect contact, booking, payment and, for vocal massage, relevant health information in order to administer appointments and provide services safely. Information will be handled in accordance with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018. Health information will be treated as confidential

and only used where relevant to safe and appropriate service delivery, record-keeping, insurance or legal obligations. Further details are set out in the Kallan Vocals Privacy Notice.

Complaints & contact

If you have a concern or complaint about a session, booking or service, please contact Bethany directly by email or message so that the matter can be considered and addressed promptly. Please include enough information to identify the appointment and explain the concern. Kallan Vocals will aim to handle concerns respectfully, fairly and confidentially.

Bathroom facilities

There are no bathroom/toilet facilities available for clients or visitors at the studio. Please plan accordingly before arriving.

Photography, video & recording

Photography, audio or video recording during sessions should only take place with the agreement of both client and practitioner. Material intended for promotional or public use will only be used with appropriate consent.

Personal belongings

Clients are responsible for their own personal belongings while attending Kallan Vocals.

Practitioner cancellations

If Kallan Vocals needs to cancel an appointment, the client will be offered an alternative appointment or an appropriate credit or refund.

Acceptance of policy

By booking and/or attending an appointment with Kallan Vocals, clients acknowledge and agree to these policies. For vocal massage and other hands-on work, booking or attendance does not replace consent to individual hands-on techniques. Consent can be withdrawn at any time.

KALLAN VOCALS

Privacy Notice

How Kallan Vocals handles client information, including health information supplied for vocal massage.

Who is responsible for your information?

Kallan Vocals, operated by Bethany, is responsible for the personal information it collects and uses in connection with bookings, vocal coaching and vocal massage. Questions about your information can be raised with Bethany through the usual Kallan Vocals website, email or messaging contact channels.

Information we may collect

- name and contact details;
- booking, attendance, cancellation and scheduling information;
- payment and transaction information as needed to administer services;
- communications relating to your appointments;
- for vocal massage, relevant health, medical, medication, injury and treatment information supplied on the client information form or during sessions;
- session notes where reasonably necessary for continuity, safety, professional records, insurance or legal purposes;
- consents relating to hands-on work, photography, video or recordings where applicable.

Why we use your information

Information is used to manage bookings and payments, communicate with clients, provide coaching and vocal massage safely, maintain appropriate professional records, respond to concerns, protect health and safety, and meet applicable legal, regulatory or insurance requirements. Health information is used only where relevant to assessing suitability, adapting hands-on work, maintaining appropriate records or protecting safety.

Legal basis

Depending on the information and purpose, Kallan Vocals may rely on performance of a contract, legitimate interests, legal obligations, vital interests in an emergency, and/or consent where appropriate. Health information is special category data and will only be processed where an appropriate lawful condition is available under applicable UK data protection law. Where consent is relied upon, it may be withdrawn, although this does not affect processing already carried out lawfully.

Sharing information

Personal information is not sold. It may be shared with service providers used to operate the business where necessary and subject to appropriate safeguards, or where required by law. In an emergency, relevant information may be shared with emergency services or healthcare professionals where reasonably necessary to protect someone's vital interests. Information will not normally be shared with another healthcare professional about your care without your knowledge or an appropriate lawful basis.

Keeping information secure & how long it is kept

Kallan Vocals takes reasonable steps to keep client information secure and limit access to what is needed. Records are retained only for as long as reasonably necessary for the purpose for which they were collected and to meet professional, insurance, tax or legal requirements. Different records may therefore be kept for different periods.

Your data protection rights

Depending on the circumstances, you may have rights to ask for access to your personal information, correction of inaccurate information, deletion, restriction or objection to certain processing, and transfer of certain information. You may also withdraw consent where processing is based on consent. Some rights are subject to legal exceptions and record-keeping requirements.

Concerns & complaints about your information

Please contact Bethany first if you have a question or concern about how your information is handled. You also have the right to raise a concern with the UK Information Commissioner's Office (ICO), the UK data protection regulator.

Keeping details up to date

Please tell Bethany if your contact information changes. Vocal massage clients should also disclose relevant changes to health, medication, injuries or other circumstances before future sessions so that hands-on work can be considered safely.

Changes to this notice

This notice may be updated from time to time to reflect changes in Kallan Vocals services, working practices or legal requirements. The current version will apply to information handled after the update date.