



Alruqya[™]
Healing

TERMS & CONDITIONS

PLEASE READ ALL THE TERMS AND CONDITIONS BEFORE USING OUR SERVICES

CENTRE,
SKYPE/WHATSAPP
& HOUSE VISIT
APPOINTMENTS

The team at Alruqya Healing do not claim to override the advice of any professional GP/Doctor and/or Healthcare provider. The information and advice given by the team at Alruqya Healing, on our website/webpages, in our e-books and printed books, our Skype, our Facebook, Instagram and/or Twitter pages, during sessions/classes, and any follow up comments onsite or by email and telephone is not medical advice and should not be used as such. It is your responsibility if you follow and/or use any information and advice from the team at Alruqya Healing. Do consult a health care practitioner before you begin treating yourself or anyone else. All matters regarding your health require medical supervision. Consult a health care professional before adopting the statements, opinions, views expressed, ideas, notes, procedures and suggestions from the team of Alruqya Healing, our website/webpages, in our e-books and printed books, during sessions/classes, on our Skype, our Facebook, Instagram and/or Twitter pages and any follow up comments on-site or by email and telephone/messages.

By accessing and/or using our services, you must be 18 years and over. Under 18's must have parental consent and attend/be seen with a parent/caregiver at all times. The team at Alruqya Healing cannot take any responsibility for the well-being of any babies or children using our services. Full permission and responsibility is held with the parent/s and/or caregiver to under 18's.

Whilst attending an appointment with Alruqya Healing, you must be suitably dressed for the premises that we are in. No females will be seen alone by a male Raqi (at any time) on the premises of Alruqya Healing or during a house visit. All females should be accompanied with another person over 18 years old.

Alruqya Healing reserve the right to refuse or terminate services at any time. Reasons may include, but not limited to:

- Medical conditions or illnesses that can affect the Raqi or Alruqya Healing Team health, i.e. flu, cold etc.



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- Physical and/or non - physical sexual advances, bullying, harassment or any other detrimental treatment towards the Raqi or team member/s of Alruqya Healing or any other person will not be tolerated at any time. An executive decision will be made and you may be asked to leave the premises of Alruqya Healing and unable to use any of our services.
- If we believe that we are not the right centre for you and advise you further to see your own GP/Mental health/medical team.
- Failure to follow this Private Policy including giving your permission, providing the correct details and information and ensuring all payments are completed.

The Raqi and team of Alruqya Healing may address a separate, metaphysical entity within your body. The Raqi and team of Alruqya Healing will not be liable for any claims that may arise from this.

When attending an appointment with Alruqya Healing, you are agreeing that you have given your full permission and understanding that Alruqya Healing do not claim to cure any sickness/illnesses or knowingly remove any separate, metaphysical entity within your body. We solely rely on the cure from Allah and do not claim to be healers or qualified therapist/doctors.

We adhere to the Quran and teachings of Prophet Muhammad (Peace and Blessings be upon him). All our Raqi's have undergone training and are highly knowledgeable and experienced in the field of Ruqya and Hijama.

By attending an appointment with Alruqya Healing, you are agreeing to Alruqya Healing's treatments and procedures. You are also free to leave your appointment at any time should you chose to do so. If the Raqi has attended a house visit, then you may ask the Raqi to leave at any time.

Alruqya Healing Team may use appropriate force against you, should you physically attack the Raqi or any other person/s during your appointment time or whilst present at the premises of Alruqya Healing. Alruqya Healing will not be liable for any injuries that you may sustain as a result of your own participation in the service we provide.

Sessions are recorded for the safety of the Raqi, the client/s and others present at the appointment or premises. The recordings are the property of the Owner of Alruqya Healing. In rare cases of conflict, these recordings may be passed onto relevant authorities as evidence

By using our services, you agree to Alruqya Healing talking about, sharing your symptoms and situation on social media platforms including Facebook, Instagram, WhatsApp, Skype, Websites, Vlogs, YouTube, with names and personal information not disclosed.

All videos shared with your face blurred out or not, will not be published on any social media platform without written consent.

You may be advised/offered herbal supplements by the team of Alruqya Healing – Please see the Service Products section for more information.

We recommend that you do not to use any of our services if you are nursing, pregnant, taking medications or undergoing treatment for any medical condition without first consulting health care professionals first.

Appointment confirmations and reminders that are sent via SMS text and/or email are purely complimentary. You, the client are solely responsible for keeping a track record of your appointment day and time.

PAYMENTS

Payments for Alruqya Healing services/products are usually made via our website/webpages. Services are booked and paid via our online booking page with Setmore/Stripe. Payment is taken straight away. Paying for your appointment/products may also be done via bank transfer or Paypal if appointments/service/products are requested through the team of Alruqya Healing by email and/or telephone/messages.

Alruqya Healing services/product fees are subject to change.

LATE ARRIVALS & CANCELLATIONS

The Raqi/Therapist works by appointment times only.

Your appointment day and time has been specifically arranged and confirmed for the person/s named on the appointment booking. If you arrive 10 minutes late for your appointment time, the duration of your appointment will be shortened in order to accommodate the following booked appointment. Regardless of the length of your appointment, you will be responsible for the full payment and no refunds will be given. Your appointment may also be subject to cancellation. If you are later than 15 minutes for your appointment time, then your appointment may be cancelled.

If for any reason you are unable to attend your appointment, Alruqya Healing requires at least 72 hours' notice. Any late cancellation or non-attendance, you will not be entitled to a refund.

Please note that missed appointments mean that others who want to attend will have to wait longer to be seen. Please allow enough time to rearrange or request a refund.

DAMAGE & ACCIDENT

Any damage to the premises or facilities, accident or injury MUST be reported immediately before you leave following your appointment time. Failure to do so, will by necessity invalidate any later claim. Alruqya Healing cannot accept liability for accident or injury caused by your own actions.

PRIVACY POLICY

The Data Protection Act

The [Data Protection Act 2018](#) controls how your personal information is used by organisations, businesses or the government.

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

By providing personal information to Alruqya Healing, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. If you do not agree with anything described in this Privacy Policy, you should not use any of Alruqya Healing's services, websites, or subscribe to our mailing list.

Maintaining the security of your data is a priority at Alruqya Healing and we are committed to respecting and protecting your privacy rights. This Privacy Policy applies to all of Alruqya Healing's services and websites, and describes your choices regarding use, access and correction of your personal information. Personal information is any information that you voluntarily submit to Alruqya Healing which identifies you personally.

We will collect personal information from you, when you provide it to us through our online registration form, and/or via emails and messages. This information will be held securely. We take steps to protect your information from misuse, loss and unauthorised access by:

- Strict security procedures for access to our premises.
- Internet/Monitor/Phone security such as password protection, firewalls and encryption.

We only disclose your information to a third party when we need to do so, when you have given us permission to do so, to provide a service that you have requested, unless we are required to do so by law, or where in good faith Alruqya Healing believes such action is necessary to comply with a legal process. We do not accept responsibility or liability for third party service providers.

Due to the Data Protection Policy, all client's information is strictly confidential and secure. Only authorised employees (written agreement to keep information secure and confidential) have access to this information,



and they must not use, share or delete your personal data. The personal information collected is used and disclosed for Alruqya Healing's purposes only. We do not sell, rent, lease or trade to outside parties your Personally Identifiable Information (PII).

We collect personally identifiable information, like names, postal addresses, email addresses, contact numbers, etc, when voluntarily submitted by you, the client. The information you provide is used to fulfil your specific request and use of our services. This information is only used to fulfil your specific request and use of our services, unless you give us permission to use it in another manner, for example, to add you to one of our mailing lists. Additionally, we may use third parties to process and collect our personal information such as Setmore, Stripe, Mailchimp, Google Analytics, Survey Monkey.

We may share information with Governmental Agencies or other companies assisting us in fraud prevention and, or investigation. We may need to do so when:

- Permitted or required to do so by law.
- Trying to protect against or prevent actual or potential fraud or unauthorised transactions.
- Investigating fraud which has already taken place.
- Protect Alruqya Healing's or others rights, property or safety.

The information is not provided to these companies/agencies for marketing purposes.

When registering for your appointment, Alruqya Healing will collect registration information such as:

- Your name
- Your date of birth
- Your contact details including phone number, email address, home address, skype address
- Ethnicity
- Gender
- Symptoms

Alruqya Healing usually collect information from you, however, we may also collect your personal information from our websites, email or via telephone/mobile numbers. We also use social networking services such as Skype, Facebook, Instagram and Twitter to communicate about our activities and services. We may collect your personal information when you communicate with us through social networking services, and the social

networking services will also handle your personal information for their own activities and services. We require you to provide accurate details and do not permit you to use other people's information or false information when registering or using any of our services. Some personal information is mandatory and without this information, you may not be able to access Alruqya Healing's premises or use any of our services. We have the right to cancel and delete all your information, should it become apparent that you have tried to access our premises or services either remaining anonymous or using incorrect personal information about yourself.

Subject to provisions, you agree to the transfer, storing or/and processing of your personal data.

We do not store any credit or debit card details. If you provide us with your credit/debit card information when booking or placing a product order, we will only use it to check your financial qualifications and collect payment from you.

Alruqya Healing will not retain your personal data for longer than necessary for the purpose set out in our Privacy Policy.

If you have opted-in to receive marketing communications from us, we will retain this information until you opt-out with us by unsubscribing, or by contacting us via email, requesting to be removed from all communications.

**SERVICE &
PRODUCTS USAGE
& REFUND POLICY**

The team at Alruqya Healing are not herbal experts by any means and are not medical professionals. The products available, along with statements, opinions, views expressed, ideas, notes, procedures and suggestions on our pdf's, on our websites, in our e-books and printed books, our Skype, our Facebook, Instagram and/or Twitter pages, during sessions/classes, and any follow up comments onsite or by email or telephone, are our opinions and are meant for informational purposes only. They are not meant to be used to medically diagnose, treat, prescribe, prevent or cure any disease or to administer in any manner to any physical ailments and are not intended as a substitute for the medical advice of a trained health professional. We cannot be held liable for the decisions and choices you make and/or the outcome of those decisions and choices. You are encouraged to do your own research and consult a health care professional before treating yourself or anyone else.

The information on our pdf's, on our websites, in our e-books and printed books, our Skype, our Facebook, Instagram and/or Twitter pages, during sessions/classes, and any follow up comments onsite or by email and



telephone, is general and not specific to individuals and their particular circumstances. It is your responsibility to study herbs thoroughly and talk with a health care practitioner before you begin treating yourself or anyone else. All matters regarding your health require medical supervision. Consult your health care professional before adopting the statements, opinions, views expressed, ideas, notes, procedures and suggestions from our pdf's, our Skype, on our websites, in our e-books and printed books, during sessions/classes, on our Facebook, Pinterest, Instagram and/or Twitter pages and any follow up comments on-site or by email and telephone, as well as about any condition that may require diagnosis or medical attention.

Herbs can be very powerful and if they are misused, they may be harmful. Herbs can also cause allergic reactions, interfere with traditional medications by blocking their effectiveness, increasing their effectiveness or reacting with them in a harmful way. Always check with your health care professional before using herbs or herbal products!

Do not use herbal products of any kind if you are nursing, pregnant, taking medications or undergoing treatment for any medical condition without first consulting health care professionals.

Any plant substance, whether used as food or medicine, externally or internally, can cause an allergic reaction in some people. The team at Alruqya Healing, cannot be held responsible for claims arising from the mistaken identity of any herbs or from the use of any remedy or healing regime or because you did not first seek the advice of a trained healthcare professional as recommended.

Do not try self-diagnosis or attempt self-treatment for serious or long-term problems without consulting a health care professional. Do not undertake any self-treatment while undergoing a prescribed course of medical treatment without first seeking professional advice. Always seek medical advice if symptoms persist.

In addition, the statements made by Alruqya Healing regarding any products and/or services represent our opinions alone, and do not constitute a recommendation or endorsement of any product or service by Alruqya Healing. The team at Alruqya Healing, disclaim any liability arising directly or indirectly from the use of our pdf's, our Skype, our websites, our vlogs, our e-books and printed books, booked sessions, session notes, social media platforms, follow-up email contacts or of any products available or mentioned therein.



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No refunds will be made on the services of Alruqya Healing. We are happy to offer a full refund on product items returned within 14 days of receipt for in-store orders or online orders (less postage charges).

To be eligible for a refund, items must be returned unused, unopened and in the same condition that you received it. Items which have been opened can be returned only if there is an issue with the content. The remaining product and packing must be sent back for a refund. All returned goods will be inspected upon receipt and we will process your return within 2 weeks of receiving. We will then notify you via email once the refund has been accepted and processed.

**LEGAL DISCLAIMER
& COPYRIGHT
NOTICE**

Under no circumstances will Alruqya Healing or any of its officers, directors, shareholders, employees, affiliates, agents, sponsors, licensors, or any other party involved in the creation, production, maintenance or distribution of Alruqya Healing be liable for any damages whatsoever that result from either:

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- Mistakes, omissions, interruptions, suspension, termination, deletion of files or e-mail, errors, defects, viruses, delays in operation, transmission or service response time, or any failure of performance with respect to Alruqya Healing, including without limitation those arising from acts of God, communications failure, theft, destruction or unauthorised access to Alruqya Healing's records, programs or services; or
- Merchandise, products or services received through or advertised on Alruqya Healing's Community platforms and merchandise, products or services received through or advertised on any links provided on Alruqya Healing's Community platforms; or
- Information or advice received through or advertised on Alruqya Healing's community platforms and information or advice received through or advertised on any links provided by Alruqya Healing or through any social media platforms, and communication platforms ; or
- Any information, data, text, messages and other materials that you email, post, upload, reproduce, transmit or is otherwise distributed using Alruqya Healing.

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You may not use Alruqya Healing's logo, details or information to pass as your own company/business/personal account. We have the right to seek legal action should any information be stolen, replicated or copied from Alruqya Healing.

By agreeing to our Terms and Conditions, you are accepting and consenting to the terms outlined in this Privacy Policy.

We reserve the right to revise these terms of use at any time. These Terms and Conditions have been updated from January 2024.