

Wimpole Therapeutics Code of Conduct

Location: Wimpole Therapeutics, 1st Floor, 2 Wimpole Street, London, W1G 0EB

Applies To: All licensed therapists and practitioners using clinical rooms at Wimpole Therapeutics.

1. Introduction

This Code of Conduct outlines the professional, clinical, and operational standards expected of all practitioners working at Wimpole Therapeutics. Use of our premises constitutes agreement to these terms.

2. Cleanliness & Hygiene

2.1 You are responsible for maintaining your own clinical and treatment equipment in a clean, sterile, and safe condition. All equipment must be maintained in accordance with manufacturer instructions.

2.2 All general waste must be disposed of in the provided bins in each therapy room.

2.3 Sharps bins are required for any treatment involving needles. Practitioners may bring their own or request one from Wimpole Therapeutics for £10/month. Practitioners are responsible for the correct disposal of all clinical waste.

2.4 You must not treat clients if you are experiencing symptoms of any contagious illness or infection.

2.5 Proof of valid insurance and qualifications must be submitted to Wimpole Therapeutics and kept up to date. Failure to do so may result in removal of booking access.

2.6 Eating is strictly prohibited in all therapy rooms.

3. Accidents & Incidents

All accidents, injuries, near-misses, or safety concerns must be reported to management immediately. Documentation may be required.

4. Smoking & Substances

4.1 Smoking, vaping, and e-cigarette use are prohibited within the premises and directly outside the entrance.

4.2 Alcohol consumption is not permitted on-site under any circumstances.

5. Use of Therapy Rooms

5.1 Do not bring or use any item that emits strong odours or may cause disruption to others.

5.2 Naked flames, including candles, are not allowed.

5.3 Music must be kept at a low volume and must not be audible outside your therapy room.

5.4 Rooms must be vacated at the end of your booked slot. If you overrun by **even 5 minutes**, you will incur the full hourly rate for the extra time.

5.5 Rooms must be returned to their original condition. Any furniture moved must be placed back in its original position before leaving.

5.6 Do not move furniture into shared or public areas of the clinic.

5.7 You may only access therapy rooms allocated to you.

5.8 Do not enter another practitioner's room or interrupt their session without arranging it through reception.

5.9 Do not directly approach team members or clients of other clinics without prior consent from that clinic's lead practitioner.

5.10 Wimpole Therapeutics is not responsible for any items left in **shared or unsecured areas without prior written agreement**. If you require us to safeguard items, a written consent and agreement must be made in advance. **You are 100% liable for any loss or damage** if you leave items unattended or without written arrangement.

6. Hazardous Materials & Electrical Safety

6.1 Practitioners are responsible for ensuring any hazardous materials brought into the clinic are compliant, properly stored, and inaccessible to others.

6.2 Any clinical or electrical equipment must be PAT-tested and safe for use. Faulty equipment is not permitted.

6.3 All equipment (e.g. heaters, fans, air conditioning units) must be turned off at the end of your session.

6.4 Reception must be informed if you use needles or any other medical equipment during your treatments.

7. Health & Safety

You must follow all current Health & Safety legislation and any clinic-specific guidance issued by Wimpole Therapeutics.

8. Fire Safety

8.1 Comply with all fire regulations and evacuation procedures provided.

8.2 Flammable materials or explosive substances must not be brought into the premises.

8.3 Fire doors must not be propped open at any time.

8.4 You confirm that you understand:

- What to do in the event of a fire
 - Where fire exits and escape routes are
 - That fire doors must remain closed
-

9. Confidentiality

You must **maintain discretion at all times** when handling client information. Do not discuss personal, medical, or treatment-related details in **public or shared spaces** such as waiting rooms or hallways.

10. Professional Conduct

10.1 You must comply with all applicable laws and regulations relevant to your practice and use of the premises.

10.2 You must follow all current and future operational guidelines issued by Wimpole Therapeutics.

10.3 You may **only provide treatments for which you have submitted valid and approved qualifications, licensing, and insurance documents.**

10.4 If you cancel with less than 48 hours' notice prior to your booked time, **a 100% cancellation fee will apply.**

10.5 You must notify us in writing of any new services or changes to your practice. We reserve the right to decline services that conflict with our policies or contracts.

10.6 Documentation (insurance and certification) must be provided in advance for any new associate you wish to work with at the premises.

10.7 Do not offer treatments that conflict with exclusivity agreements at the clinic without prior written consent.

10.8 Business discussions with other clinics or teams on-site must be handled through their designated clinic managers — not associates or staff directly.

11. Marketing & Business Representation

Permission is required **in advance** for:

- Using the clinic address or phone number publicly
- Displaying promotional materials
- Listing the premises on Google or any online business directories

12. Animals

No animals (except registered guide dogs) are permitted on the premises.

13. Parking

Pay & Display parking is available near the clinic. Wimpole Therapeutics is not responsible for your or your clients' vehicles or any contents inside them.

14. Entry & Exit

Please enter and leave the clinic quietly and respectfully to maintain a calm environment for all.

15. Complaints

Any complaints relating to the premises, facilities, or other businesses in the building must be addressed directly to Wimpole Therapeutics.

You must not contact other clinics directly about complaints.

Failure to Comply

Failure to follow this Code of Conduct may result in immediate suspension or termination of access to the clinic's booking system and facilities.

Signed: _____

Date: _____

Name (Print): _____

Clinic / Practice Name: _____