

MAY 2015 CLIENT REVIEWS

Note: We include all reviews we receive in this section of our website, *even* when we might disagree with the factual basis of the reviewer's comments. (In such a case we present our point of view in 'WLC Comments', and leave it to readers to decide on the merits for themselves.) One such review is listed hereunder

(104) Client Review (*Quoted in full*):

"I had a Early May Day Special offer Single Introductory Colonic treatment with Consultation and have awarded it 5 stars." **Hayley;** Visited May 2015

(103) Client Review (*Quoted in full*):

"I had a Introductory special offer for first treatment including consultation, for one person or two and have awarded it 5 stars." **Trulyhjk;** Visited April 2015

(102) E mail 21/4/15 (*Quoted in full*):

"Hi Julia, I did enjoy my colonic treatments very much, thank you.

I have not been in touch only because my job location has been moved to Asia; so I m not living in London anymore (which I miss, having lived there for 7 years!)

Unfortunately, I'm not doing any colonic treatments here in Asia, as I don't think they do it much here.

I hope next time when I find chance to travel in Europe I can do it again with you:).

Don't worry I still have the previous emails giving contact details for you."

Emma; Visited Dec 2013; E mail review Apr 2015

(101) E-mail from client (*Quoted in full*):

"Hi Julia

Sorry for the late reply. Thank you for sending the additional information to me. Really appreciate you doing this.

I did enjoy the treatments I had and it was a pleasure to work with you.
Regards”

Nishin (Not real Name); First Visit Sept 2014

Response from WestLondonColonics

“Hi Nishin (*not real name*),

I am delighted that you have had a pretty successful result from your Master (lemonade/CP/ maple syrup) Cleanse.

You answered the question (in health q) about mucus in stools/colon with " don't know". The 4 colonic treatments you've had with me established that there was actually a lot of mucus to be released, some quite clumpy in in size/ texture.

From an Ayurvedic perspective, toxic release from the colon occurs in three discernible ways , each supposedly deeper than the other. *First* is gas release (vata), *second* liver based toxic releases , i.e. contained in bile(pitta) , and *thirdly* mucus based toxins (kapha).

In practice, releases seem to occur in waves, so one can see all three stages occurring in a single colonic treatment (sometimes). In any case, release of mucus is a very good thing, and is often accompanied by a energetic boost. I hope that will be the case for you.

I said I would let you have info sheets on *Intermittent fasting* & one of its variants, *the 5:2 plan*. It's attached.

Wishing you all good health. Julia”

(100) Client Review (*Quoted in full*):

“I had a colonic at this ladies house - sadly a bad experience. Very pushy on the sales tactics, so I wouldn't say this was a relaxing or a comfortable experience. In fact, it reminded me of a Ryan Air flight, cheap booking and bombarded with extras or additional bookings to buy in advance (even when you are unaware of a convenient date but promised you are able to change the date). Requested to change the date, I was advised that it would be a full cancellation charge but could attend another session at a discount.. cheeky! My advice would be go elsewhere professional, with a satisfactory customer service policy”.

caramelcherry; first visited August 2014; she was a *No show* at follow up appointment in Sept 2014; Review posted April 2015

Comment by WestLondonColonic

This client posted this review some 7 -8 months after her last experience as a WLC client (which was in Aug 2014), without previously having expressed any dissatisfaction with her experience with us.

Nevertheless, I have looked into the background to this client review to see if there are lessons I can learn from it, and to establish context.

Readers then have a basis for forming their own opinion.

Firstly, our Pricing approach: WLC is very transparent about the pricing basis, and believe we deliver what we promise: a value for money & quality service. (Happily, as you will see from other client reviews, most reviewers agree, and are more than happy).

We offer a most comprehensive description of our services both on WLC website & our business page on Wahanda, so clients know exactly what they receive in promotional offers, standard prices, package deals & additional services. I let clients know the pros & cons of our offerings so they can make an informed decision.

[Note: the client booked a follow up treatment, notwithstanding the comments that the first session wasn't a relaxing experience.]

Secondly, our Cancellation & Rescheduling policy: This is clearly stated on our Wahanda page, our website, during the first telephone conversation with client & in our Welcome e-mails. We want to ensure that clients are fully aware of our approach, which compares favourably with that of many other clinics.

Next, I should clarify that the clinic is not in a house. It's a purpose built structure completely separate from the residence, with its own access , and en-suite toilet & changing room facilities.

Now the context; its best captured in the relevant text of my Sept 2014 e -mail to this client, as follows:

"Dear...,

I am sorry that over-running work commitments yesterday meant you were unable to make it to the appointment. About rescheduling the

session, I have left you a text message.

Of course I would be happy to see you, however you'll understand that I am not able to reschedule without charge. ... I understand (in general) that clients are not likely to be happy to be charged for a service they missed.

We therefore work very hard to present a balanced well informed view to clients.

Very importantly, we tell all clients about our cancellation/ rescheduling policy upfront - on our Wahanda business page, on our website & also on our Welcome instructions sent with the first session instructions. We clearly explain why we have to charge for short notice cancellations / no shows. We don't hide behind small print.

- I also mention it in the initial booking conversation with clients. When clients don't attend, for whatever reason, without 24 hr notice, I have little opportunity to try and fill the cancelled slot....(In your case I was physically in the clinic waiting for you).
- WLC offers really good prices on specialist colonics, much better than most other other London colonics clinics. Many of these clinics, despite charging more than us, have more strict cancellation/no show policies, some even asking for 48 hour notice. It would be typical for the full fee to be forfeited;(and some also charge a rescheduling fee.)
- Generally, we are strict in enforcing our policy - clients who don't attend get charged the whole session fee, since the whole of the session time is a largely 'unusable' time for me in terms of client related activity.

I know you were looking forward to the treatment...

In the circumstances I will treat you as an exception. I propose the following offer, as a way forward, a substantial concessionary departure from our policy:

If you'd like to book another appointment, you may do so for a reduced price of £...

BTW I am unable to fit you in on Saturday (fully booked up), but could do something on a Sunday afternoon, or Wednesday 24 th Sept 2014

Give me a call, and we can square dates/times, assuming the above works for you. Warm Regards, Julia”.

(99) Client Review (Quoted in full):

“For anyone thinking about Colonic Hydrotherapy, don't think about t, *just book.*

West London Colonics is a very personable experience, as well as being discreet.

Directions are spot on, and Julia, the therapist would put anyone at ease and all is explained in a professional manner by her calming and professional manner.

I would recommend the abdominal massage as *incredibly soothing and peaceful.*

Thanks Julia.” **Anonymous, visited April 2015, Reviewed May 2015**

(98) Client Review (Quoted in full):

Really relaxed and comfortable environment.

The treatment was good and everything was explained at each step so you felt in control at all times. **Anonymous, Visited April 2015**

Apr ← → June