

APRIL 2015 CLIENT REVIEWS

Client reviews are not business propaganda, except perhaps in the sense expressed by the wise Hubert H Humphrey, perhaps the best president the USA never had:

“Propaganda, to be effective, must be believed. To be believed, it must be credible. To be credible, it must be true.”

As at April 2015 we had **97** feedback comments (mostly on our Wahanda business page.)

This is a sufficient number to allow prospective clients to get a representative sense of our service ethos.

Some stats: **57** of **97** reviews were posted in the last 12 months.

73 reviews are *Five star reviews*; **19** are *Four star*, and **5** are *Three star* or lower.

These days we average around 4 client reviews a month. Around 11 % of our total client base (of approximately 850) have posted reviews. In 2014, the percentage of reviewers rose to >15%. For a specialist clinic this is an excellent rate of client response.

Also, unlike the reviews you will see for some other clinics, **ALL** client reviews for WLC relate *solely* to colon hydrotherapy services.

If that's what you are looking for, then these reviews are 100% relevant. In all cases we have cited the review in full. We have included some reviews (just 8 at present) received by us by e-mail. These are not cherry picked as you'll see that the comments aren't uniformly positive! We want to provide a representative picture of our service as experienced by clients.

If reading reviews in detail is not for you, then you may like that we have **paraphrased** the gist of some of the detailed client feedback. You can then decide if you want to read it in full. (The paraphrasing is mostly done for earlier reviews.)

You'll also see that in some cases we include our “response” to the review. We do this to acknowledge excellent points made by reviewers, and to amplify upon them for the benefit of readers.

(97) Client Review (quoted in full):

“ I have had colonics previously and usually have a yearly colonic for the past five or six years now.

I booked my colonic with West London Colonics based on reading the previous reviews and I was happy to have stumbled on a colon

hydrotherapist that was quite local to where I live.

Once my booking was completed, I received an extensive but not exhaustive list of detailing about the treatment, pre and post recommended instructions and a health questionnaire. The health questionnaire is quite thorough and provides a good indication of what may have brought the client to book a colonic.

As this was not my first colonic, I was not anxious or worried. Julia the colonic hydrotherapist is very welcoming and informative with explaining what she will be doing during the session.

The room is a lovely temperature and Julia ensured I was relaxed and comfortable throughout.

The changing area is very clean and there is no need to feel embarrassed as there is a gown in the changing area to put on and Julia covers you with a towel during the colonic session.

I was very happy with my colonic and will definitely recommend.

I planned to attend again and my previous yearly session will probably be three times a year as I have no excuse as Julia is more or less right on my doorstep." **Anonymous; Visited April 2015; Reviewed April 2015**

(96) Client Review (quoted in full):

"I had a EASTER 2015 OFFER! Introductory Session of Colonic Hydrotherapy and have awarded it 5 stars." **VeronikaL; Visited April 2015; Reviewed April 2015**

(95) Client E mail 10/4/15 (relevant elements quoted in full)

"Hi Julia, Everything is good on my side..... I have recently undergone a few thorough bowel cleanses and have made some positive changes to my diet and so have been experiencing a much healthier bowel system. As a result I don't think I will need to have a colonic for the foreseeable future. However, if that changes then I will be sure to book an appointment with you. Thanks for all your support.." **L.....y; Long term client Multiple visits; 2013-2014, who used Colonics as an adjunct method to support diet & lifestyle changes and has achieved a desired result.**

(94) Client Review (quoted in full):

"I came across West London Colonics on Wahanda and was immediately attracted by the strong reviews.

The therapist Julia certainly did not disappoint. Julia's knowledge and

considered explanation of the whole procedure was incredibly useful for a first-timer.

I opted for a massage first, which was very relaxing.

The treatment itself left me feeling energized and my head felt very clear afterwards.

I'm looking forward to another treatment in two weeks.

Julia offered lots of useful advice about diet and her knowledge and professionalism helped me to relax into what could've been quite a daunting procedure.

Whether you are new to colonics or just looking for somewhere new, I would definitely recommend West London Colonics. Many Thanks!

Siobhan". **Sp1988, Visited April 2015; Reviewed April 2015**

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