

**January 2014**

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*My backstory: At the beginning of Jan 2014 I started a 'homegrown' detox with herbs for recurrent eczema condition ('skin is irritated as the body struggles to clear out toxins normally and comes through the skin'). My "Detox" plan incorporates lifestyle & dietary changes.*

*Colonic treatment: Decided to incorporate colonics into my plan, initially intending to do just one colonic. However, based on results I have signed up to a course of 3 in addition to the first session. Julia is very professional and good with calming any anxieties. Can't say its a comfortable experience, but 'its all fine' in the context of the treatment. Very informative. 'I'm amazed at what your stools can reveal about the quality of your health ... Do give it (colonics) a try... I guarantee you'll be in good hands with Julia'.*

*Continuing positive changes: I find myself generally more concerned with what I'm eating and water intake, (I now 'drink around 2 litres of water daily (normally my liquid intake would be in the form of coffee and alcohol)').*

*About my skin: '...the problem persists but I'm only 3 weeks in. Am confident I'm on the right track ...*

**(35)** Well like many others, I started the year with a raging hangover. I'm not one for making resolutions but thought why not give my body a bit of a break. I've never tried to detox and recently had a relapse of eczema. I'm currently on a course of Chinese herbs where I get teas to help detox and liver function as well as reduce "heat" in my body... none of this is explained of course but its worked for me in the past and beats applying bucket loads of hydrocortisone on my skin. The theory being that the skin is irritated as the body struggles to clear out toxins normally and comes through the skin. Whilst it may not be accepted by the scientific community at large I believe it does hold some merit. So thus I embark on a bit of a home-grown "detox" plan to supplement my course in Chinese herbs. After a bit of internet research I'm vowing to cut out alcohol, red meats, deep fried foods, artificial preservatives and additives and eat lots of healthy things and drink plenty of water. Mentally I give myself a month so as to keep it realistic. So far so good... after reading a bit more there I find other therapies that will help me along too such as sauna, massage, some exercise and COLON CLEANSING. Which in a nutshell is what brought me here!

You probably don't care about the above but the point is more to highlight my journey here to put my review into context. I initially set out to do one colonic during my month of healthy living and really had no intention of taking it further. However I have just finished the second and have signed up for 2 more. I initially had pretty much zero idea of what to expect and kind of didn't want to know as to not put myself off of it. Julia is very professional and good with calming any anxieties you may have. It's not exactly what I'd describe as a comfortable experience but a few minutes in its all fine, within the context of what's happening. The whole session is very informative on a subject which is generally not talked about (at least in my circles). I'm amazed at what your stools can reveal about the quality of your health and give you ideas of how to improve it.

At the end of the session you'll have the option to try a herbal or coffee enema which takes it to a whole new level.

I find myself generally more concerned with what I'm eating and what effect that has on my body. I'm more concerned with the importance of hydration and drink around 2 litres of water daily (normally my liquid intake would be in the form of coffee and alcohol). As to the condition of my skin, the problem persists but I'm only 3 weeks in. Am confident I'm on the right track and my have inadvertently changed my lifestyle for the better. Do give it a try... I guarantee you'll be in good hands with Julia.

**- iPood, Visited Jan 2014**

### **WestLondonColonics; comment on Ipoood review**

Thank you for your detailed review; I am sure that folk considering colonics will find the back story to your use of colonics, helpful.

I am especially pleased that you have taken colonics as an adjunct (support) protocol. In combo with the diet and lifestyle changes you have made, it will be especially effective and powerful in letting you take your Wellbeing to a whole new level.

As you've noted, colon hydrotherapy is not a quick fix (although the feel good factor from colonics is pretty much immediate, even allowing for the possibility of healing reactions).

The systemic benefits occur with a course of colonics.

I look forward to supporting with your health & wellbeing plan- its delight, and privilege, to be able to do this over a course of treatments, with different implants. As you've seen coffee is especially indicated and powerful for you, and we will give green unroasted enema grade coffee a go for your next session.

### **On Bowel movements;**

The reviewer (I-pood) notes: 'I'm amazed at what your stools can reveal about the quality of your health...'

I offer a partial elaboration.

The bowels are at the centre of a feedback loop between our external environment (what we take in) and our internal processes (how we process what we take in).

The nature of bowel movements (BMs) can signal underlying health issues. Its not a medical diagnosis, but viewing the 'output' (courtesy of colonic hydrotherapy) can provide valuable insight.

Healthy BMs vs. unhealthy BMs.

**COLOUR:** Medium to light brown versus white, pale or grey stools. The most likely possibility for the latter is a blocked bile duct (gallstones); antacids may also produce white stools.

Black, tarry stools or bright red stools may indicate bleeding in the GI tract; black stools can also come from certain medications and supplements (iron in particular). Yellow stools may indicate (Giardia) infection, a gallbladder problem.

**FORMATION:** Smooth and soft, formed into one long shape about one / two inches diameter versus hard lumps hard to pass, painful, or requires straining (constipation).

S-shaped (which comes from the shape of the lower end of colon), or breaking in the water is generally good versus mushy and watery diarrhoea (paradoxically often due to constipation, especially if one alternates with the other -as with IBS)  
Narrow, pencil-like or ribbon-like stool can indicate a bowel spasm or obstruction  
STICKINESS FACTOR: Easily washes off toilet bowl versus sticky and difficult to clean. The latter is indicative of fat and mucous in stool and problems with digestion -possibly food sensitivity.

TEXTURE: Uniform texture; well digested foods Versus Presence of undigested food.

Sinks slowly. (Quiet and gentle dive into the water) Versus floaters (presence of fat) or splashes (too dense/lack of fibre)

No mucous Versus Increased mucous in stool: This can be associated with inflammatory bowel disease. (e.g. Crohn's disease)

Julia, Jan2014

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*"After comparing colon hydrotherapy reviews for WLC with that of other clinics, I booked with WLC. After 2 sessions with Julia, I say this: 'if anyone is contemplating (colonics) go for it, you wouldn't be disappointed with Julia' She is 'calm, friendly, reassuring gentle', a trustworthy guide to have by ones side. I topped up the basic introductory session with herbs, and a massage -it was worthwhile & 'lovely'."*

**(34)** I have been wanting to do this for years but always put it to the back burner but decided to go for it through Wahanda. I did compare West London Colonics to other colonics and I was happy with her reviews.

Julie is very calm, friendly, reassuring and gentle. She guided me step by step through the procedure and she was very gentle and I felt at ease as its not a pleasant thing to be doing personally but I felt that I needed to do it for my well being. I also topped up my treatment with herbs and even a massage for the tummy and the massage was lovely.

I have been here twice now and Julie has been very pleasant on both occasions. So if anyone is contemplating, go for it, you wouldn't be disappointed with Julie.

**- cutiepie79, visited Dec 2013 & Jan 2014**

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### **West London Colonics comments on Cutiepie79 review**

Thank you, I appreciate the comments.

Well done for taking the plunge with colonics; and thank you for choosing WLC for your first sessions. I am glad you have found the decision has been a good one.

I look forward to seeing you at the clinic when your schedule allows.

### **About abdominal massages**

"...and even a massage for the tummy and the massage was lovely."

The reviewer mentions enjoying the "tummy massage", so I am commenting on specific benefits of 'Abdominal Massage' in the context of colonics.

The abdomen houses vital organs responsible for digestion, reproduction and elimination. The digestive system and eliminative system is prone to weakness.

This can happen through illness, or by not exercising enough and living a sedentary lifestyle.

Abdominal Massage aids in proper digestion and relieves constipation. By strengthening weak and relaxed abdominal muscles, it can take strain off of the lower back. A massage can release deep muscle tissue spasms and help align pelvic bones.

This helps the digestive system a lot. Abdominal massage also helps when one is trying to detoxify.

Massage in this area improves the oxygenated blood supply to organs. This stimulates the liver, gall bladder and pancreas allowing the release of metabolic waste products.

So, it's strongly recommended that one have an abdominal massage when on a colon cleansing program.

Applied pressure with gentle circular motion can also release deep muscle spasms, promote internal heat and break down adhesions or scar tissue.

*Gender specific benefits:*

For women- this massage has shown to alleviate painful periods and ovulation. It is also helpful in correcting irregular menstrual cycles and easing symptoms of PMS. (There are even studies showing that abdominal massage can be helpful with the symptoms of endometriosis). It aligns the uterus and pelvic bone to their proper positions

For men- the abdominal massage ensures full blood circulation to the prostate and prevents swelling and inflammation. Abdominal massage has also shown to help alleviate the need to urinate frequently.

Anyone who has a "knot in the gut" feeling (stress and anxiety) would benefit from abdominal massage

### **Forward living lifestyle and Leading with the chin**

Abdominal massage is a corrective for our 'forward living lifestyle' (ie much of what we do is done with a forward thrust to the posture) checks it out. Reading Work Driving Eating are all daily activities that have a possible component of postural 'leading with the chin' day-to-day life. Moreover, portable computers, laptops and smart phones we are all in a constant and concentrated forward motion, in times of relaxation, as well as work hours.

It is good to be aware of our posture and to introduce activities into our daily life that counteract the necessary movements of a busy life. Posture, Digestion and Stress closes down the front of the body and it is important to address this when looking to achieve optimum wellness.

Abdominal massage can often be overlooked as a corrective, but its noticeable that when clients step off the colonics table, they do so feeling lighter taller and brighter (and more so when abdominal massage is incorporated into their treatment).

The dysfunctional 'forward thrusting' posture closes the front of the body over the abdominals and shortens muscles throughout- not only abs but between the ribs, hips pectorals and of course shoulders and neck. Within an abdominal massage routine, I work a little with the diaphragm allowing the tight tendons to release (which assists in standing taller, breathing easier). Via fascia sheathing, the diaphragm links with the movement of the ribs and shoulders. The diaphragm also has a ligament attachment within our lower back.

-Julia, Jan 2014

*"My first ever colonic was with WLC. Pleasantly surprised by it all. A very good experience: Julia was lovely and reassuring, giving clear explanations before, during, after treatment. The clinic is confidence-boostingly clean. So very pleased with the aftercare advice and whole process that I booked and paid for follow up session, there and then. I highly recommend West London Colonics to anyone."*

**(33)** I went here for my first ever colonic and was pleasantly surprised by the whole experience. Julia was lovely and very reassuring throughout the whole process, which really helped, as it is quite a personal process. The clinic is clean which instilled much confidence in the work that they do and all stages of the treatment were explained well before the treatment had started as well as during. I was also very pleased with the aftercare advice that was given to me. I was so pleased with the whole process that I booked and paid for another one there and then and would highly recommend West London Colonics to anyone.

**AmyBumstead, visited Jan 2014**

### **West London Colonics comment on Amy Bumstead review**

Thank you Amy, for the above review of your experience with WLC since you made the booking with us through Wahanda in Oct 2013.

It is appreciated.

Thank you also for responding to my request for more specific feedback about our services.

The responses to our questionnaire (contained in your e mail of the 16th Jan) are outlined hereunder for interested readers:

#### **QUESTIONNAIRE**

1. Did you find the advice to prepare for your colonic helpful and timely?

Your answer: **Yes.**

1(a) Did we give too much information or too little?

Your answer: **Just about right, although I'm not sure it fully prepared me for how uncomfortable it could get, which I wasn't quite expecting. Although this was only towards the end of my treatment when I had some herbs used.**

2. Could we have done more to make you feel welcome at the clinic?

Your answer: **No, I was made to feel very welcome and it was a nice private, calm environment.**

3 Did you feel the consultation was professionally conducted?

Your answer: **Absolutely.**

4. Did you feel the treatment was explained to your satisfaction, and you were put at ease during the treatment?

Your answer: **Yes, although as mentioned above, it did get more uncomfortable than I had expected; although, I believe this is because I had a very strong reaction and good result from the herbs -so not a bad thing. I was definitely put at ease throughout the treatment; I would have given up if it weren't for that.**

5. What was your assessment of the treatment standard?

Your answer: **High standard**

7. What was your assessment of the post- treatment advice?

Your answer: **Very good, I especially liked the diet advice.**

8. What is your assessment of the ambience of the clinic? Its cleanliness and hygiene?

Your answer: **It was very clean and I like that it was quite private with a bathroom right there.**

9. Were your expectations fully met?

Your answer: **They were fully met.**

10. How could we do better?

Your answer: **I can't think of anything else that would need improving.**

11. Do you consider WLC prices and packages to be good value? If not, why not? If you think other clinics offer better deals / services, who are they?

Your answer: **I feel they are good value and appreciated the emails I received with different offers.**

12. Are our service offerings clear and simple to understand?

Your answer: **Yes.**

13. If you decide not to do a course of colonics, is it because:

(a) You are still not sure colonics are for you?

(b) The first colonic experience was not convincing?

(c) You don't believe a course of colonics is particularly useful?

(d) The location is not convenient?

(e) You want services other than the ones we provide? If this is the case, what kind of services?

(f) You prefer other colon cleansing methods? If so, why (Cost, convenience, time, other), and which ones (laxatives, colon cleanses, herbal products etc.)?

(g) Your personal circumstances prevent you from continuing at this stage.

Your answer: **(g) [personal circumstances]**

14. Any other observations you would like to make?

**Thank you for your time Julia, I hope this feedback helps.**

### **Additional WLC comment on Amy Bumstead review**

In her more specific feedback, Amy comments on feeling uncomfortable at some points in the treatment, which did not however detract from her overall satisfaction with the treatment.

I wanted just to add this.

As a rule, a colonic should never be painful. (Within a colonic there may be short episodes of discomfort. Discomfort isn't the same as true pain). My focus is to clients at ease put at ease during the treatment to minimise any temporary discomfort that might arise. Amy comments on that in her review.

Most people actually enjoy the colonic and are especially pleased with the unaccustomed sensation of feeling lighter, clean and clear afterward.

So, getting back to the point at hand, why could there sometimes be some discomfort during the treatment?

Its just this. The colonic acts to reawaken peristalsis in what has (probably) been a sluggish colon. Sometimes, during the colonic, the colon muscles will contract suddenly expelling larger than us usual amounts of liquid and waste into the last part of the colon. Because of this unaccustomed level of activity, the resultant sensation may feel like cramping or gas build up, and may create a feeling of urgency to empty. Such episodes, if they do occur, are brief and easily tolerated. The flushing that occurs immediately after the discomfort is deeply relieving, and more than compensates for the discomfort. It is a natural enough response, nothing to be concerned about, and as the reviewer noted, this reaction did not put her off booking a follow up session. Remember too that many people do not experience any episodes of discomfort in their treatment - finding it uniformly pleasant through out.

Julia, Jan 2014

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***“My boyfriend and I visited WLC to kick start 2014. Julia was thorough & attentive, finding out about our health goals, tailoring the treatment for each of us. Clinic setting and ambience? Perfect, secluded, privacy guaranteed; spotless inside, scented with essential oils. Painless, comfortable treatment. Post-colonic: Definite improvements to our systems, even from just the one treatment. Personalised aftercare suggestions made, and followed up with emails. Will revisit for further treatments”.***

**(32)** I went to West London Colonics just after New Year’s Day along with my boyfriend, to give us a kick start for 2014. Julia was very thorough with her consultation, taking time to find out about both our goals and tailoring the treatment for each of us individually. The setting was perfect, with the clinic set away from the road and no public access. Inside was spotless and the room filled with the smell of essential oils. Julia managed to put us both at ease and explained how the treatment would work. The treatment itself was painless and comfortable. Julia paid attention to us throughout the colonic, making sure we got the best result possible. Since going to West London Colonics, we have both noticed improvements to our systems, even from just the one treatment, and Julia followed us both up with recommendations for our diets. We wouldn't hesitate to go back to the see Julia again next time we decide to have colonics done.

**Anonymous, visited Jan 2014**

***"I have been having monthly treatments with Julia at WLC since July 2013 for colonic. I have these adjectives to describe her: 'incredibly friendly, discreet, professional, caring, efficient reassuring' ...I am a convert and advocate for the benefits of colon hydrotherapy from both remedial and preventative point of view... thoroughly recommend you try out coffee enemas in conjunction with colonics ... do visit Julia at WLC "***

**(31)** I have been going to see Julia at West London Colonics since July 2013 for monthly colonic treatments. I find Julia to be incredibly friendly, discreet and professional and she has a very reassuring approach to the treatment, which puts you instantly at ease. Julia is also caring and offers an efficient and friendly service.

I am a definitely colonic advocate and the psychological effect of seeing the elimination of potentially years of waste and possible life threatening toxins leaving my body in itself told me this should become part of a regime for me, for future prevention if nothing else.

Julia has recently introduced coffee enemas (in tandem with colonic irrigation) to me, and the toxin and waste release has been immense to say the least. The process itself leaves you feeling invigorated, refreshed and ready to face the world. Ridding the colon of waste and toxins this way releases layers of colon build-up which in turn, leads to feelings of lightness, strength and an overall feeling of good health. I would highly recommend a coffee enema and a visit to see Julia at West London Colonics.

**-§3238D; Visited between July 2013 & January 2014**

**West London Colonics** comments on **§3238D review**

\_Thank you, SMc, for your perceptive review. Of course I appreciate the kind sentiments you have expressed about me.

I appreciate also the fact that you have generously shared your experience with coffee enemas.

I am going to use this context just to provide a little further info for readers.

A coffee implant is thought to remove toxins from the liver quickly and safely. They often appear to relieve headache, or eliminate spasms and pain. We use raw green organic or lightly roasted black coffee to maximize the benefits of enzymes in the less highly processed coffee. (It's not just the caffeine that's the active element).

Caffeine intake per mouth isn't advisable for a variety of reasons, but taken the other way it's helpful.

Who would have thought it?

Colon hydrotherapy and coffee enemas are holistic treatments, not medical or clinical ones. No medical –related claims are made for them. That said, many people report benefits:

- Users of coffee enemas routinely report relief of:
- Constipation
- Depression
- Confusion
- General nervous tension
- Many allergy related symptoms
- Pain



- And detoxification commonly relieves issues with the skin, hair, eyes and nails.

Holistic practitioners, and many of their clients, believe that coffee enemas could help in:

- Cell energy production
- Enhanced tissue integrity
- Improved circulation
- Improved immunity
- Improved tissue repair and regeneration
- Many people notice the calming effect of coffee enemas

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Julia, Jan 2014

*(30) "I had a Introductory special offer for first treatment including consultation, for one person or two and have awarded it 5 stars".*

**Aliya; Visited January 2014**

*"I was able to book online for a short notice next day appointment. Julia is friendly & warm yet professional... she knows what she is doing; the treatment is pleasant... I had some small niggles; however they might not be an issue for others. As someone trying out colonics for the first time, I give WLC an overall rating of 3 or 4"*

**(29)** After an extensive research on the best option to get healthier and perhaps to clean the colon before starting a diet program I decided to give a try to the colonic therapy and so I found few good reviews from wahanda on West London Colonic; I soon bought a voucher that I saw for £50 because I wanted to try out this clinic, I booked in online for the next day and it gave me the options for my best suitable time so I choose my lunch Break. Later on I received a call from Julia, Very friendly and warm person, she requested a change on the time of my appointment, as she said she was very busy so I agreed to change for a latest time, anyway on the phone Julian offer for a massage which it will cost £15 extra, She was very kind, before she phones me she emailed me with some details of the treatment which was very nice of her.

However Julia also asked me to print out the form attached to the email because as she said she was very busy on that day that day it will be easier for her if I got all the details fill out and printed before arriving, I just thought that was a bit unusual for a clinic and If I got to fill the form there she will have to rush me.

It was raining the whole week so on the next day on my way to the clinic I could not find an internet coffee, I'm no driving so it was a bit of a night mare to find the place, there is no visible sign and it is a long walk from the mail road, If you are driving you sure be ok as the Sat Nav should guide you, I walked for 15 min and almost got lost as the location is a bit confusing and there is not sign of the clinic when I reached the end of the road I realised that there is no where to go, so the last house I tried as asked and there was Julia in the garden, ( as the clinic is in the back of the house).

Julia received with a nice smile, but suggested me to sit down in a wet wood bench outside while she went into the house to collect something. As there is nowhere else to sat and wait, I just stayed there in the cold and the rain.

Once Julia inside the actual clinic, I can tell that the place was very nice and clean a bit small but you cant complain. After completing the form, she spoke of the benefit of having a quick massage done £15 extra before treatment and also she offer to add some herbs to the water which it will cost £20 extra, and she also spoke of the benefit of the probiotics table (I don't remember the price) to this point I

thought before having the actual treatment, I would of spend on overall £100 and I wasn't prepared for it just then. If you can afford it go for it.

The treatment was pleasant, I can tell she is a professional, She knows what she is doing. It lasted 45 min with treatment time and the questioner. Once it was finished she gave me 2 probiotic pills, very nice of her, then she suggested to have this treatment done monthly for 6 month and after that once every 3 month. I am not too keen on having a colonic irrigation monthly and I would not like to completely disable my body from doing its own detox. But that is up to anyone if they like or can afford it.

Overall I give a 3 to 4. Annecooper; Visited Jan2014

### **WLC Response to Annecooper review**

Dear AnneCooper,

Thank you for your honest review about how you found the treatment with WLC last week. You have been very fair in saying what you found good, and not so good about the experience. We can take heart about the former, and learn and improve from the latter. So thank you.

What we have learned from your comments are:

1. We have been trying for some time to link WLC calendar of appointments precisely with the Wahanda calendar. Since your appointment we have managed to do this; it means that there will be fewer times when the clients choice of dates on the Wahanda calendar clashes with our own calendar. This means fewer requests for rescheduling first choice times.
2. The client intake form: we ask clients to fill it out beforehand, so they get a chance to do it without rush, and so they get more treatment time. So this is an attempt to give better value to the client.
3. I am sorry for asking you to sit on a wet bench. Obviously I wasn't paying attention - what was I thinking! Sorry.
4. Directions to clinic: My Welcome e-mail provided directions for those travelling by car on the post -booking instructions; and our website has the map of the area shown on it, but clearly we can, and should, improve our instructions on how to get to the clinic from the tube. The walk is about 8 minutes from Northolt tube once people know the way, but I appreciate if someone doesn't, it could take longer. We should give clearer instructions so there is no possibility of people being unsure how to get to get to us.
5. The introductory colonics session is a complete, but basic service. Many clients appreciate (and benefit greatly) from the add ones (pre-colonic massage and implants). The low introductory price of the basic service means that many clients also find that one or two of the add ons are affordable. At the same time we recognise not all our clients want the add ons, they are optional. I suppose that to some extent WLCs offerings are like a pizza, with different toppings that can be added. The basic 'pizza' is quite edible, and in fact compares very well with the offerings of other clinics, but the toppings might make what we offer just that bit extra special. At least that's what we hope!

6. For clients who have digestive issues, and who hope to use colonics to help deal with it, we do say that a single colonic will only offer symptomatic relief. Most clients report, (as you did) feeling very good after their first colonic. However that's a short-term effect. To make lasting changes requires a series of colonics, as described in the information article I sent you: How often is colon hydrotherapy needed. People who have a series of colonics discover that it actually restores functionality rather than 'disabling' the body. I apologise that I obviously did not convey this important point across to you.

Finally, again thank you for posting such a detailed, and honest review of your impression of us. As I said it gives me pointers on what to do differently next time. We genuinely appreciate all our reviewers because it shows they care enough about the colonic treatment/ WLC to comment. That's healthy for us as a service -led business. What we 'fear' are clients who are indifferent, and keep their thoughts to themselves.

I hope you will visit us again, when hopefully you would have an overall experience that you would score higher!  
Warm Wishes ,Julia

#### **About session length and on –table session time**

My specific response to AnneCooper is posted separately underneath - this is a more general comment.

In the context of the review above, I am making a clarificatory comment about session length, for the benefit of all readers.

The overall introductory colonic session lasts 60 minutes. WLC don't skimp on session length; the only context in which clients get less time is if they arrive late, and I have other clients after them. (As a matter of professional courtesy, I see on-time clients at their scheduled times-its unfair to keep clients waiting).

Within the overall colonic time, some time is spent on the consultation. This establishes the baseline for colonic treatments. If the client completes the intake questionnaire before the session and brings it with them, it saves time, and makes more time available for the main on- table colonic session, which lasts between 25-35 minutes. Longer on- table sessions aren't necessarily better for people new to colonics. One of the most important factors relating to having a 'good 'first time colonic is pre-colonic preparation (particularly hydration), not so much on-table time.

So why do we see people who book at short notice, since they would not be able to prepare as well?

Because we have learned from experience that for some first timers, a colonic is one of those things that they want to get done and over with before they lose their nerve! They don't want to have a long lead -in period to think about it. So in such cases, best strike whilst the iron is hot rather than let psychological tension build up. It's a pragmatic approach. I work hard to ensure that first-timer nerves are allayed, and now have a lot of experience doing this successfully (most times). Assuming the client has a reasonable session, they are more likely to be receptive to a more structured use of colonics for their wellbeing objectives

Julia; January 2014