

Terms of Agreement between the Nutritional Therapist and the Client.

*Please familiarise yourself with these terms prior to our initial appointment.

General:

1. The Nutritional Therapist (N.T) will use their skills & knowledge to design a nutritional programme that is well researched & safe for the client. This programme will be specific to the client's goals, fitness levels, personal preferences & financial status.
2. The N.T will provide advice, coaching & support to the client to enable them to reach their goals. The client's progress will be monitored regularly & the programme will be adjusted accordingly.
3. The N.T. will provide all necessary hand-outs & provide the venue for the consultation. Home visits are only in special circumstances where the client is unable to physically attend the clinic.
4. It is understood between the client & the N.T. that both will commit fully to the programme.
5. All client information will be kept strictly private & confidential in accordance with the Data Protection Act 1998.

Health Screening:

1. All clients must complete a Nutritional Health questionnaire prior to our first appointment, as this is designed to obtain a complete picture of the client's medical history & health status to ensure any treatment plan is designed with complete safety in mind.
***Any changes to your medical history during the programme must be updated.**
2. If further medical information is required from your GP, or any other health professional the client should provide such details, or give permission for me to write on their behalf.
3. The N.T may carry out health checks such as blood pressure monitoring, weight & height measurements, hip & waist measurements or any other tests they see fit. Any blood tests required will be under the GP & the client will be referred if these are recommended.

Queries in between appointments:

1. Any brief questions or concerns can be discussed via email prior to & in between appointments. ***Emails are preferred rather than phone calls or text message.**
2. It is advised that any more complex issues or detailed queries subsequent to appointments are to be via phone consultation. This will be charged in increments of 15 minutes at £20 per time, as a full 45 minutes will probably not be needed. Or if appropriate then an earlier follow up appointment of 45 minutes can be made to discuss such issues.

Cancellation Policy:

I employ a 24 hour notice cancellation policy for all appointments. Please can you notify me at least 24 hours before our appointment if you cannot make it otherwise this will result in a 100% charge of the consultation fee. If the N.T. has to cancel an appointment with less than 24 hours' notice a sum of £25 will be paid to the client as a good will gesture.

Lateness Policy:

1. If the client is late for our appointment, the appointment will not be extended & will end at the appointed time.
2. If the N.T. is late for our appointment, additional time will be added on to the appointment time where possible.

Fee charging policy:

1. All payments for initial appointments are preferred in full by Pay Pal via my website, bank transfer or cash deposit a week before our appointment, however payments can be made on the day if this is not possible by cash, transfer or cheque. ***Please note the booking deposit must be made as a minimum payment as soon as the booking is secured.**
2. Follow up appointments are preferred to be paid in full in advance one week before our appointment via Pay Pal, bank transfer or by cash deposit, however payments can be made on the day if this is not possible by cash, transfer or cheque. ***Please note the booking deposit must again be made as a minimum as soon as the booking is secured.**
3. **Please note any payments that are made later than on the day of the appointment will be subject to interest of £7.50 per day for every day the payment is not received.**
4. Block bookings (3 month packages) must be paid in advance BUT sessions do not have to be booked in advance. However, all sessions must be redeemed within 90 days of purchase.

***All fees paid are non-refundable.**

Agreement termination policy:

1. The N.T. reserves the right to terminate any nutritional programme for any breaches or non-compliance of the terms & conditions.

I have read & understand the terms & conditions listed above and agree to comply with them. I accept that any breach of these terms & conditions may result in termination of the agreement between the client & the N.T.

Please sign your name here..... Date.....

Please print your name here..... Date.....

Many thanks for your attention to these matters.

My bank details for transfers & deposits are: Halifax- Account number: **12108660**, Sort code: **110647**. **Paypal payments can be made through nutri.kind@gmail.com**