

## Terms of Engagement Between Ahara Nutrition (t/a Ahara Consulting Ltd) and the Client

This document outlines the terms of engagement between the Nutritional Therapist and the client. Please read it carefully and sign it below.

### **The client notes the following:**

You will discuss and mutually agree on the support you require from your Nutritional Therapist in your first session, and review the progress and focus of your work together in your follow-up sessions.

The degree of benefit obtainable from nutrition counselling may vary between clients even with similar health problems and following similar programs.

Nutrition and lifestyle recommendations will be tailored to you in support of health conditions and/or nutritional/health concerns identified and agreed between both parties.

Nutritional Therapists do not, nor are they permitted, to diagnose, or claim to treat, medical conditions.

Recommendations from your Nutritional Therapist are not a substitute for professional medical advice and/or treatment.

### **The client understands and agrees to the following**

I am responsible for contacting my GP about any health concerns

If I am receiving treatment from any of my medical providers, I should tell him/her about any nutritional recommendations provided by my Nutritional Therapist.

It is important I tell my Nutritional Therapists about any medical diagnosis, medication, herbal or food supplements I am taking as this may affect nutritional recommendations.

I understand nutritional recommendations by my Nutritional Therapists are personal to me and may not be appropriate for others.

Recording of consultations between me and my Nutritional Therapists (whether in 1:1 or in a group setting), using any form of media is not allowed without the written consent from both me and my Nutritional Therapist.

### **Payment Terms and Cancellation Policy**

#### **Payment Terms**

Fees are agreed in advance of the appointments and all packages require a minimum of 50% payment at the time of booking to confirm the package.

If the full amount is not paid upfront, the remaining 50% payment is required within 48 hours following the first consultation.

Consultation costs are non-refundable but can be used towards consultations if any appointments need to be changed.

All consultation packages are subject to a 12-month time limit from the date of purchase. This is subject to cancellations or changes being made within the cancellation policy time frame.

#### **Payment Methods**

Payment to services will be made by bank transfer or via my website and the details for the transfer will be directly sent via email.

### **Cancellation Policy**

It is important you attend your scheduled sessions regularly. If however you need to cancel your appointment, you must let your Nutritional Therapist know at the earliest convenience so that we can reschedule your appointment and offer the slot for a waiting client. You can do this by emailing: [rosie@aharanutrition.com](mailto:rosie@aharanutrition.com)

Missed or non-attendance for appointments without prior notice will be charged in full.

If you need to cancel or change an appointment, 24 hours' notice is required. If less than 24 hour's notice is given, the appointment will still be chargeable.

Please ensure you have a working internet connection for your virtual appointments.

There will not be additional charges for phone consultations to a UK landline or mobile, as such you have the option to switch to a phone call if your connection is disrupted.

To get the most out of our time together, please be ready to start the session on time. If you are late, the session cannot always be extended past the original slot.

### **Confidentiality Policy**

Ahara Nutrition is committed to protecting your privacy and confidentiality at all times, and complies with the principles of the relevant regulations including the Data Protection Act (DPA) and the General Data Protection Regulation (GDPR). Please note the following;

Ahara Nutrition keeps a record of some personal information about you, such as your name, contact details, bank details, and dates and times of appointments.

Your Nutritional Therapist is also required to keep notes of our consultations as required by the service we provide you. This information will be kept securely.

The content of reports produced Ahara Nutrition to evaluate the service will be anonymized and will not contain any identifying information of clients.

There are some exceptions where the law may require Ahara Nutrition to lift our confidentiality policy, for example if your Nutritional Therapist has serious concerns about your safety or the safety of another person.

Please refer to our **Privacy Policy** on our website for more details.

Please sign below to confirm and accept the terms of engagement.