

TERMS OF ENGAGEMENT BETWEEN NUTRAHOPE AND THE CLIENT

PART 1

Nutrahope practices in accordance with the British Association for Nutrition and Lifestyle Medicine (BANT) and Complementary and Natural Healthcare Council (CNHC).

The Nutritional Therapy Descriptor

Nutritional therapy is the application of nutrition and lifestyle medicine sciences in the promotion of health, peak performance and individual care. Registered Nutritional Therapy Practitioners assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. This approach allows them to work with individuals to address nutritional imbalance and help support the body towards maintaining health.

Nutritional therapy is recognised as a complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health and wellbeing. Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach.

Practitioners never recommend nutritional therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to their medical professional. They frequently work alongside medical professionals and will communicate with other healthcare professionals involved in the client's care to explain any nutritional therapy programme that has been provided.

Nutrahope requests that the Client notes the following:

- The degree of benefit obtainable from nutritional therapy may vary between clients with similar health problems and following a similar nutritional therapy programme.
- Nutrition and lifestyle recommendations will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- Nutrahope are not permitted to diagnose, or claim to treat, medical conditions.
- Nutrahope's recommendations are not a substitute for professional medical advice and/or treatment.
- Nutrahope may recommend food supplements and/or functional testing as part of your (the client's) nutritional therapy programme and may receive a commission on these products or services.

A signed copy must be retained by both the Client and the Registered Nutritional Therapy Practitioner

- Standards of professional practice in nutritional therapy are governed by the Complementary and Natural Healthcare Council (CNHC) Code of Conduct, Ethics and Performance.
- This document only covers the practice of nutritional therapy within this consultation, and your practitioner will make it clear if he or she intends to provide services that are outside the scope of nutritional therapy practice

I (the Client) understand and agree to the following:

- I am responsible for contacting my GP about any health concerns.
- If I am receiving treatment from my GP, or any other medical provider, I should tell him/her about any nutritional recommendations provided by Nutrahope. This is necessary because of any possible reaction between medication and the nutritional programme.
- It is important that I tell Nutrahope about any medical diagnosis, medication, herbal medicine or food supplements I am taking as this may affect the nutritional programme.
- If I am unclear about the agreed nutritional therapy programme/food supplement doses/time period, I should contact Nutrahope promptly for clarification.
- I understand that the recommendations are personal to me and may not be appropriate for others.
- I must contact Nutrahope should I wish to continue any specified supplement programme for longer than the originally agreed period, to avoid any potential adverse reactions.
- Recording consultations using any form of electronic media is not allowed without the written permission of both me and Nutrahope.
- It is my responsibility to ensure I have a working internet connection for online appointments. If I am unable to connect as scheduled, the appointment is considered a 'no show' and charged in full.

Confidentiality and Data Protection

The Registered Nutritional Therapy Practitioner will keep your personal information confidential and secure following the UK GDPR guidelines for the practice. Nutrahope will not share your information with third parties without your consent. However, if Nutrahope believes there is a risk of significant harm to yourself or another person, Nutrahope may pass the information onto an appropriate authority using the legal basis of vital interest. A separate Privacy and Consent Notice is available for your review.

Nutrahope keeps a record of your name, contact details and dates and times of your appointments on a password-protected database. These are kept securely and are password protected.

A signed copy must be retained by both the Client and the Registered Nutritional Therapy Practitioner

Working With Other Health Professionals

Nutrahope may suggest you see other registered therapists to support your goals. Information about your symptoms and condition will be discussed between Nutrahope and other therapists so that we can provide you with a co-ordinated therapy plan. Nutrahope will ask for your informed consent to share information with the other registered therapists and ask if there is anything that you want to remain confidential. Nutrahope will help you assimilate any information gathered from other registered therapists.

PART 2

Payment Terms and Cancellation Policy

Fees are agreed in advance of the appointment and are paid in full in advance of an online or face-to-face appointment. Payments can be made by bank transfer, credit or debit card. Once payment has been made, it is advisable to book the first 2 weeks of programme appointments in advance.

A minimum of 48 hours' notice is required for cancellations or rescheduling. Failure to do this will result in the lost session. Due to the nature of services involved, no refund is provided, under any circumstances. Appointments cancelled with less than 48 hours' notice and 'no shows' will be charged in full.

Nutritional Consultations

Face-to-face appointments will take place at agreed locations and online consultations will be done using secure practice management software for nutritional professionals called Healthpath Pro.

Programmes are designed to be completed within 2, 4, or 6 months. May be extended by 2 weeks in exceptional circumstances. Any outstanding sessions not taken during the duration of the Programme will result in sessions being lost and non redeemable for any future dates.

Nutrahope offers a choice of 3 Programmes and the key difference between them is the length of the Programme and the level of support provided.

List of Programmes:

1. **ACTIVATE** (6 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)
2 Follow Up consultations (45 mins)
Cost: £349

2. **CULTIVATE** (12 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)
4 Follow Up consultations (45 mins)
Unlimited email support during working hours
Cost: £649

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3. LIBERATE (16 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)
6 Follow Up consultations (45 mins)
Unlimited email support during working hours
Cost: £949

Inside all Programmes the Client will benefit from:

A personalised nutrition and lifestyle protocol
A personalised support that integrates Health Coaching and bespoke nutritional guidance
Access to your own Client hub
Supplement recommendation (if applicable)
Clinical testing recommendation (if applicable)
Meal ideas and recipe inspiration

Nutrahope will provide protocol and supplement/clinical testing recommendations within 3 working days following the Initial Consultation. Supplements and clinical tests are additional charges that are not included within The Programme and the cost is to be covered by the client. Interpretation of the clinical tests will not be charged at extra cost by Nutrahope.

Nutrahope will aim to respond within 48 hours to emails and voicemail messages.

We, both Nutrahope and the Client, understand the above and agree that our professional relationship will be based on the content of this Agreement. We declare that all the information we share during this professional relationship is confidential and to the best of our knowledge is true and correct.

* to be signed via Client hub