

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.

The Trauma Informed Wellbeing Coach (TIWC) Descriptor

TIWCs are skilled in recognising the repercussions and links between what the client is experiencing now and where those patterns may have been formed and most importantly how, to support the client best in how to release unconscious unprocessed traumas that are stored in the body, creating symptoms and obstacles to emotional and physical wellbeing.

TIWCs have an in-depth understanding of the kinds of adversity that can impact the way a child's brain and nervous system develop. They recognise that often quite normal situations will register as an internal threat or small 't' trauma in an adult's life (e.g. if as a child, he/she was exposed to an environment where they cannot get their needs met or lacked the support they require). Most adults go through life unaware of how old unprocessed grief or trauma is impacting them on a daily basis and TIWCs shed lights on these unconscious patterns and provide assistance in navigating through them.

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. Unless otherwise agreed please do not continue to use the recommended supplements any longer than the duration of the nutritional programme. If you (the client) continue to use the products beyond this period then you do so as an independent choice and at your own risk.
- 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 (Nutritional Therapy):

- 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 understand that taking the recommended (or any other) supplements for a period exceeding the nutritional programme is at my own risk.
- 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.

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

I (the Client) understand and agree to the following (Trauma Informed Wellbeing Coaching):

- I have sought medical opinion, diagnosis and advice about my condition. I understand that TIWC uses coaching and complementary therapies and is not conventionally medically trained.
- I understand that the following (Psychosis, Bi-polar, Manic depression, Borderline personality disorder, Autism, Addiction, Eating Disorder, going through crisis) are outside of TIWC's remit and if present, I will inform Nutrahope about them in my Health Questionnaire, or during our Initial Consultation together. Nutrahope has the right to refuse working with clients presenting these conditions as they require a specific approach. Nutrahope might provide advice on further steps/recommendations when presented with such cases.
- I understand my TIWC has undergone training to specialise in the field of Trauma Informed Wellbeing Coaching and is an accredited Chrysalis Effect Practitioner.
- I understand that my TIWC is qualified in their own specialist field and may suggest appropriate referrals for testing or treatment with other practitioners to ensure a fully holistic approach for my well-being goals. Therefore, I understand that in some cases it is appropriate for my TIWC to signpost me to work with a different type of intervention and support to ensure I am aware of the most effective pathway for my wellbeing. Fees charged by other practitioners and fees set for diagnostic laboratory testing will be available directly from the referral practitioner.
- Since Trauma Informed Wellbeing Coaching may at times feel challenging, it may be appropriate for my TIWC to ask permission to be honest and challenge a belief or behaviour that is preventing my recovery. I agree to inform my TIWC if I am having difficulties with the session.
- I understand that I may be required to commit to read/listen to various information to support my progress in my wellbeing goals.
- 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 documentation on a password-protected software called HealthPath Pro. This secure software has been

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

specifically designed for nutritional practitioners. Meal Plans are designed using secure password-protected nutrition planning software called That Clean Life.

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 prior to the Initial Consultation. Payments can be made by Stripe using credit/debit card via HealthPath Pro. 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. Should the Client decide not to continue with remaining sessions of a purchased service, the Programme will be discontinued and any remaining sessions lost. 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 conducted using Zoom or Microsoft Teams. The link will be forwarded in advance.

All required forms provided to the Client by Nutrahope need to be completed at minimum of FIVE WORKING DAYS prior to the Initial Consultation. Failure to do so might result in cancelling and rescheduling of the session by Nutrahope.

Programmes are designed to be completed within 4, 12 or 24 weeks. 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** (4 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)

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

3 Follow Up Consultations (20-30 mins)

Cost: £400

(can be paid in full or in 2 instalments: £200 before booking the Initial Consultation and £200 before the 3rd Follow Up)

2. CULTIVATE (12 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)

8 Follow Up Consultations (20-30 mins)

Cost: £800

(can be paid in full or in 2 instalments: £400 before booking the Initial Consultation and £400 before the 5th Follow Up)

3. LIBERATE (24 weeks) Programme includes:

Initial Consultation - full health assessment (90 mins)

16 Follow Up Consultations (20-30 mins)

Cost: £1400

(can be paid in full or in 2 instalments: £700 before booking the Initial Consultation and £700 before the 9th Follow Up)

Inside all Programmes the Client will benefit from:

A personalised Health Protocol

A personalised Meal Plan and Recipes

Support that integrates Health Coaching and TIWC

Assessment of specific tests taken in the last 3 months or whilst working with me

Email support (within reason and within working hours)

10% off any supplements recommended

Functional testing recommendation (if applicable)

Access to your own client hub

ADDITIONAL CONSULTATIONS:

Additional sessions are available to clients who have purchased a Programme within the last 18 months as follows:

1. Single Consultation:

Duration: 45 mins

Cost: £95

2. Blocks of Follow Ups:

Duration: 2 x 30 mins

Cost: £150

Duration: 4 x 30 mins

Cost: £300

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

EMAIL SUPPORT:

Email support is available to clients who have purchased a Programme within the last 18 months as follows:

1. Brief email support

For quick questions or updates requiring up to 10 mins or review and response.

Cost: £20

2. Single Consultation

Anything more than brief email support where I need to ask questions to be able to respond to a query.

Duration: 45 mins

Cost: £95

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

Nutrahope will aim to respond within 48 hours, excluding weekends and holidays 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