

LAURA NAYLOR NUTRITION

TERMS OF ENGAGEMENT BETWEEN THE REGISTERED NUTRITIONAL THERAPY PRACTITIONER (RNTP) AND CLIENT

SECTION 1

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 Registered Nutritional Therapy Practitioner (RNTP) 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.
- RNTPs are not permitted to diagnose, or claim to treat, medical conditions.
- RNTPs' recommendations are not a substitute for professional medical advice and/or treatment.
- Your RNTP may recommend food supplements and/or functional testing as part of your nutritional therapy programme and may receive a commission on these products or services.

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- 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.

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 my GP, or any other medical provider, I should tell him/her about any nutritional recommendations provided by my RNTP. This is necessary because of any possible reaction between medication and the nutritional programme.
- It is important that I tell my RNTP 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 my RNTP promptly for clarification.
- I understand that the recommendations are personal to me and may not be appropriate for others.
- I must contact my RNTP 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 my RNTP.
- 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. The RNTP will not share your information with third parties without your consent. However, if the RNTP believes there is a risk of significant harm to yourself or another person, the RNTP 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.

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SECTION 2

Programme, Payment Terms & Cancellation Policy

Fees are agreed upon in advance of the consultation and are paid in full in advance of both an online and/or in-person consultation. Package fees are paid in full in advance of the first consultation unless a payment plan has been agreed upon. Payments can be made via bank transfer.

In the case of advance payments for services, you have the right to cancel this Agreement within 14 days of the purchase without penalty ('Cooling-off Period'). If you wish to terminate the agreement within the 14-day Cooling-off Period, you must do so in writing to info@lauranaylornutrition.com. The RNTP will refund any monies paid prior to cancelling this Agreement. If the services have commenced during the 14-day Cooling-off Period, the RNTP will refund any monies due to you for services not yet provided. The refund payment will be made within 14 days of cancellation.

Due to the work involved in preparing for an initial consultation (reviewing your health questionnaire, food diary, assessment forms and planning initial recommendations), the cost of the initial consultation (£197) is non-refundable where refund requests are made within less than 72 hours of the initial consultation.

No refunds for the remaining sessions are available after the initial consultation has taken place unless there are extenuating circumstances.

All consultations must be used within 12 months of purchase for all packages.

Packages include reasonable email support between sessions. You are invited to email a maximum of twice per week between sessions to check a pivotal detail of your programme and I will respond as and when I am able. Any in-depth queries that require re-assessment of symptoms need to be discussed at the follow-up. I may not be able to adjust any aspect of your programme via email so I ask that you wait until your next scheduled consultation. If you have a lot of questions, it is advisable to write them down and discuss them at your next consultation.

All programmes include necessary research outside of consultations to formulate your personalised health strategy. If extensive additional research is needed for your programme, this will be communicated to you and if agreed, billed for an additional fee.

Nutritional supplements and functional testing are both additional costs to the programme unless stated otherwise.

We 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.