

NUTRITION FOR HEALTHY AGEING

Jill Hyams, Nutritional Therapist and Health Coach

These Terms of Engagement and Business comprise:

The Nutrition for Healthy Ageing Terms of Engagement and Terms of Business sets out the terms upon which Jill Hyams will provide Nutritional Therapy (“Services”) and forms Jill Hyams’ agreement with you (“Terms”).

By signing these Terms, you confirm that you have read, understood and agree to the Terms.

DEFINITIONS

In these Terms, we use the following definitions:

“**Client**” or “**you**” means the person receiving the Services.

Nutrition for Healthy Ageing means Jill Hyams Dip CNM, mBANT, mCNHC) trading as Nutrition for Healthy Ageing

Health Programme” means the Nutritional Therapy programme agreed between you and Jill Hyams.

“**Nutritional Therapy**” means the application of nutrition science in the promotion of health, peak performance and individual care. Nutritional therapy practitioners use a wide range of tools to assess and identify potential nutritional imbalances and understand how these may contribute to an individual’s health. This approach allows them to work with individuals to address nutritional balance and help support the body towards maintaining health. Nutritional therapy is recognised as a complementary medicine and is relevant for individuals looking to enhance their health and those with chronic health conditions.

“**Services**” means Nutritional Therapy programmes provided by Jill Hyams to you.

TERMS OF ENGAGEMENT

Jill Hyams agrees to:

- Adhere to the *British Association of Applied Nutrition and Nutritional Therapy* (BANT) Code of Professional Practice and *Complementary Natural Healthcare Council* (CNHC) Code of Conduct that govern standards in Nutritional Therapy practice.
- Provide personalised nutrition and lifestyle programmes to support the health of the Client.
- Provide advice strictly within the bounds of Nutritional Therapy unless otherwise agreed.
- Liaise with medical professionals when appropriate, but only with your express permission.
- Always refer any client with any serious undiagnosed “red flag” symptoms to their medical professional. or suggesting Nutritional Therapy as an alternative to prescribed medications or as a replacement for professional medical advice / treatment.
- Ensure that information shared during this process is kept strictly confidential.
- Recommend an appropriate referral should it become apparent following assessment that your case is beyond the scope of the services offered.

Jill Hyams 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.
- Nutritional advice will be tailored to support health conditions and / or health concerns identified and agreed between both parties.
- Jill Hyams 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.

The Client understands and agrees to the following:

- Inform Jill Hyams about any medical diagnosis, medication, herbal medicine, or food supplements I am taking.

- Contact Jill Hyams about any aspect of the Health Programme I do not understand.
- Contact Jill Hyams if I would like to continue the Health Programme longer than the agreed time period in case of possible adverse reactions.
- Report any concerns about Nutritional Therapy promptly to either Jill Hyams or the *British Association of Nutrition and Nutritional Therapy* (BANT).
- Tell my GP about any undiagnosed health concerns.
- If I am receiving treatment from my GP or any other medical provider I shall inform them about my Nutritional Health Programme.

TERMS OF BUSINESS

Payment

1. All Services must be paid for in full by cash or card payment at the time of the first consultation or 24 hours in advance by bank transfer or online distant payment as per the invoicing details provided by Jill Hyams to you.

Re-scheduling, cancellations and refunds

2. Please arrive for your consultation or be available for your call at the agreed start time, if you are late, the duration of the service may unavoidably be reduced.
3. Consultations, Face to face appointments and telephone calls may be re-scheduled upon 24 hours' notice by contacting Jill Hyams on 07815 111502 or jill@jillhyams.co.uk
4. Jill Hyams reserves the right to amend any consultation upon 24 hours' notice.
5. You may cancel any pre-paid Services and obtain a full refund upon 48 hours' notice thereafter fees may be payable for any preparatory work undertaken by Jill Hyams and charged at her discretion.
6. If you have commenced a programme and wish to cancel prior to the end of all scheduled services offered within the programme you shall be obligated to pay all fees accrued prior to the effectiveness of your cancellation. Jill Hyams reserves the right to include fees for all preparatory work and research undertaken in addition to the scheduled contact dates for consultations and calls.
7. Jill Hyams reserves the right to decline to provide the Services to you for any reason and will refund any amounts pre-paid by you for Services not received.

Confidentiality and Data Protection

8. Jill Hyams shall keep confidential any confidential information, which you supply in connection with the Services.
9. You acknowledge and agree that Jill Hyams may for the purpose of providing the Services process personal data about you and consent to Jill Hyams processing such personal data for any purpose connected with the Services. Jill Hyams will adopt and maintain appropriate security measures for processing data.
10. Jill Hyams will use the personal information you provide to:
 - a. Provide the services
 - b. Process your payment for such services; and
 - c. If you agreed to join the [insert name] newsletter list, to inform you about similar services Jill Hyams provides, but you may stop receiving these communications at any time by contacting Jill Hyams or selecting the 'Unsubscribe' button at the bottom of emails.
11. Jill Hyams will only give your personal information to third parties where the law either requires or allows it.

General

12. If you have any queries, questions or concerns about these Terms and/or the Services, please email: jill@jillhyams.co.uk.
13. Nothing in these Terms shall limit or exclude our liability to you for death or personal injury caused by our negligence or for fraudulent misrepresentation or any other liability that may not, under English law, be limited or excluded.
14. These Terms shall be governed by the laws of England and Wales, and you agree that any dispute between us regarding them and/or the Services will be dealt with only by the courts of England and Wales.

**Permission for Jill Hyams to contact client's GP:
(please put an "X" in the appropriate box)**

I give permission for Jill Hyams to contact my GP regarding agreed aspects of my case.

I deny permission for Jill Hyams to contact my GP regarding agreed aspects of my case.

Signatures:

Client Name	Therapist Name Jill Hyams
Client Signature	TherapistSignature
Date	

Signed copy to be retained by both parties.

57 Hill Road, London, N10 1JE

Mobile 07815 111502