



TERMS OF ENGAGEMENT - BETWEEN THE BANT NUTRITIONAL THERAPIST (NT) AND HIS/HER CLIENT

The Nutritional Therapy Descriptor

Nutritional Therapy is 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 symptoms and health concerns. 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 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 will also frequently work alongside a medical professional and will communicate with other healthcare professionals involved in the client's care to explain any nutritional therapy programme that has been provided.

The Nutritional Therapist (NT) 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.
- Nutritional therapists are not permitted to diagnose, or claim to treat, medical conditions.
- Nutritional advice is not a substitute for professional medical advice and/or treatment.
- Your Nutritional Therapist 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.
- Standards of professional practice in Nutritional Therapy are governed by the CNHC Code of Conduct.
- 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 step outside this boundary.

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 strategy provided by my nutritional therapist. This is necessary because of any possible reaction between medication and the nutritional programme.
 - It is important that I tell my nutritional therapist 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 nutritional therapist promptly for clarification.
 - I understand that the advice is personal to me and may not be appropriate for others.
 - I must contact my nutritional therapist should I wish to continue any specified supplement programme for longer than the original 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 Nutritional Therapist.
- We understand the above and agree that our professional relationship will be based on the content of this document. We declare that all the information we share during this professional relationship is confidential and to the best of our knowledge, true and correct.

Confidentiality and Data Protection

1. Jill Hyams shall keep confidential any confidential information, which you supply in connection with the Services.
2. 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.

3. 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.
4. Jill Hyams will only give your personal information to third parties where the law either requires or allows it.

Re-scheduling, cancellations and refunds

5. 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.
6. 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
7. Jill Hyams reserves the right to amend any consultation upon 24 hours' notice.
8. 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.
9. 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.
10. 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.

General

11. If you have any queries, questions or concerns about these Terms and/or the Services, please email: jill@jillhyams.co.uk.
12. 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.
13. 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.

Client NameNT Name:.....

DateDate

TERMS & CONDITIONS

Payment

All one- off services must be agreed by the client and myself and paid for in full by cash or card payment at the time of the first consultation. Alternatively payment may be made 24 hours in advance by bank transfer or online distant payment as per the invoicing details provided by Jill Hyams to you.

It is to Jill Hyams' discretion as to whether payment may be paid in instalments.

The cost of your programme is:

Client NameNT name

DateDate