

TERMS OF ENGAGEMENT

This outlines the framework for services at Josie Falconer Nutritional Therapy, from herein referred to as JFNT. Your consultant will go through it with you in the first session of your work together. Please talk with them if there is anything you would like clarified and sign the bottom of this form to acknowledge your understanding and agreement to these terms.

JFNT practices in accordance with the British Association for Nutrition and Lifestyle Medicine (BANT).

CONSULTATIONS

You will discuss and agree what support you want from your Nutritional Therapist in your first session and review the progress and focus of your work together as you go along.

CONFIDENTIALITY

Information about you disclosed during your sessions or in the pre-consultation forms will be kept confidential.

If your Nutritional Therapist has serious concerns about your safety, or the safety of another person, normal confidentiality may be lifted. You will be asked to provide your GP's contact details, as someone they may contact in these circumstances.

JFNT keeps a record of your name, contact details and dates and times of your appointments on a password-protected database. JFNT is required to keep notes about the focus of your work. These are kept securely and are password protected. Any reports produced by JFNT to evaluate the service contain anonymised data and will not contain any identifying information of clients.

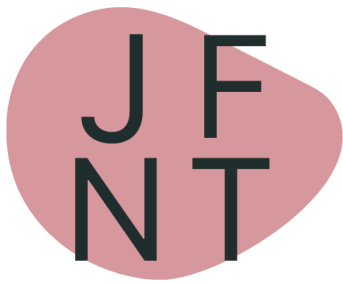
WORKING WITH MULTIPLE THERAPISTS

JFNT may suggest you see other registered therapists to support your goals. Information about your symptoms and condition will be discussed between JFNT and other therapists so that we can provide you with a co-ordinated therapy plan. JFNT 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. JFNT will help you assimilate any information gathered from other registered therapists.

WORKING ON GOOGLE MEETS, ZOOM, SKYPE, PHONE & FACETIME

It is your responsibility to have a working internet connection for all Zoom, Skype, Google Meet and FaceTime sessions. You will be charged for the scheduled sessions if JFNT is waiting for your call, but you are unable to connect online. JFNT will call you for any phone sessions to a UK landline or mobile number.





TERMS OF ENGAGEMENT

PAYMENTS

Fees will be agreed in advance of the appointment and an invoice will be issued within 24 hours of the booking being made. Payment is due within 72 hours of receiving the invoice to secure the booking.

Package fees are paid in full in advance of the first appointment, unless otherwise agreed in writing. If a payment plan has been agreed, payment due dates will be specified in writing by JFNT. Failure to meet payment dates may result in cancellation of future appointments. Payments can be made by bank transfer or Stripe.

CANCELLATIONS

JFNT appreciates that circumstances can change. If you need to rearrange an appointment, please let us know at the earliest convenience. This can be done at no extra fee up to 48 hours prior to an appointment.

Appointments cancelled with less than 72 hours notice will be charged 50%. Appointments cancelled with less than 24 hours notice and 'no shows' will be charged the full amount.

If after the initial appointment you wish to cancel the package then you are entitled to a 50% refund of the entire package price.

If you wish to cancel after the second appointment you will be entitled to a 25% refund of the entire package price.

If you wish to terminate the agreement at any point you must do so in writing hello@josiefalconer.com. The refund will be made within 14 days of cancellation.

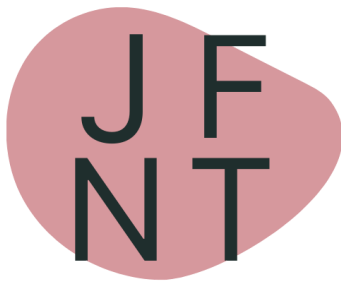
CLIENTS UNDER 18 YEARS OF AGE

I welcome consultations with clients under 18, but they must be accompanied by a parent or legal guardian.

SUPPLEMENTS

Largely supplements are recommended from Healthpath Pro, which is a marketplace for a range of products of utmost quality. A commission agreement is in place between the company and the practitioner and a percentage of this is passed on to clients as a discount. Some supplements may be available cheaper elsewhere and you are welcome to source the exact product recommended from another supplier.





TERMS OF ENGAGEMENT

COMPLAINTS

If you are having a problem with your consultant, or the service, which you have not been able to resolve with your consultant, you may raise this by emailing hello@josiefalconer.com who will support you in finding a resolution.

NUTRITIONAL THERAPY DESCRIPTOR

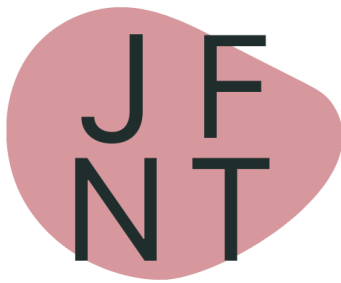
Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. Nutritional therapy practitioners use a wide range of tools to assess and identify potential nutritional imbalances and understand how these may contribute to an individual's 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.





TERMS OF ENGAGEMENT

The Client understands and agrees to the following:

- I am responsible for contacting my GP about any health concerns.
- I give permission for you to contact my GP regarding any agreed aspects of my case.
- 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 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.