

Dandelion Natural Health practices in accordance with the Naturopathic Nutrition Association (NNA), Complementary and Natural Healthcare Council (CNHC) and General Naturopathic Council (GNC), with whom they are a registered practitioner.

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.

Initial Sessions are 60 minutes and Follow up Sessions are 30 minutes.

The nature of **programmes/packages** offered are outlined on the Dandelion Natural Health website and may be updated or altered. This will not affect any packages already purchased.

Within 1 week of your Clinic Sessions, you will be provided with your **Personalised Health Plan** or relevant updates to your plan for you to implement.

SUPPORT BETWEEN SESSIONS

Clinical packages include follow up telephone or virtual video calls between sessions, outlined in the relevant package purchased, and are designed to check in with you, briefly assess your progress, and assist with any questions you have regarding your health plan. Minor tweaks to the plan may be agreed upon during these calls and will be recorded on your client file.

We will also **respond to any short queries you have by email** – though queries requiring considerable additional research or time may be taken off your next Follow Up Session. Emails will be acknowledged within 48 hours of receipt.

Contact via social media platforms or text message are not secure forms of communication between the NT and client, so will not be used to discuss client cases. A client may use a text message if this concerns appointment logistics.

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

Working online via video call

It is your responsibility to have a working internet connection for all online sessions. You will be charged for the scheduled sessions if Dandelion Natural Health is waiting for your call, but you are unable to connect online. Dandelion Natural Health will call you for any phone sessions to a UK landline or mobile number.

Working with Multiple Therapists

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

Payments

Full payment is required at the time of booking, but at least 48hrs prior to your first appointment, or it may be cancelled without warning. This can be made by bank transfer.

Timeframes

Follow up consultation payments can be made once your appointment is made at the initial or previous consultation. Again, the 48 hour rule applies.

Cancellations & refunds

Dandelion Natural Health appreciates that circumstances can change. If you need to rearrange an appointment, please let us know at the earliest convenience with a **minimum of 48 hours prior notice** of any cancellations or changes to your booking, by contacting Dandelion Natural Health via email.

Cancelling your consultation/programme more than 48 hours before your first appointment will trigger a full refund.

We will have invested time researching and preparing your case, prior to your consultation/programme. Therefore, should you choose to cancel your appointment or programme, for any reason, at any point within 48 hours of your first appointment or afterwards, or fail to turn up for a session, no refunds will be given.

If for any legitimate reason (to include serious illness/injury or redundancy) you are no longer able to complete any of your pre-paid Nutritional Therapy sessions, we will refund you for any outstanding unused sessions, with the provision of satisfactory proof from your GP.

If we have to cancel or defer your session for any reason, we will give you at least 24 hours prior notice of any such cancellation or deferment. If Dandelion Natural Health fails to do so, the cancelled or deferred session will be rearranged as soon as is convenient for you or a full refund will be given for the session, to be decided at our discretion.

EXPIRY AND EXTENSIONS

Initial nutritional therapy sessions and programmes must be booked and used within ninety days of the date of purchase, after which time any unused sessions will be lost and no refund will be made.

Follow up sessions, forming part of a programme/pre-paid package, must be booked at the end of each prior session and taken within the package set time frame (e.g. 6 weeks, 3 months, 6 months as per packages currently available).

This is to ensure we deliver all your required sessions in a timely manner and to enable you to achieve your goals.

If for any legitimate reason (to include serious illness/injury or redundancy) you may need to extend the usage period of programmes/pre-paid packages you must contact Dandelion Natural Health; we may ask you to provide satisfactory proof as previously outlined.

Clients under 18 years of age

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

Complaints

If you are unhappy with any part of the service please notify Charlotte Wright at Dandelion Natural Health immediately, to work with you to resolve the situation as soon as possible.

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 degree of benefit obtainable from Nutritional Therapy will vary between individuals with similar health problems and following a similar Nutritional Therapy programme.

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 previous and to the following:

- I must complete and return the Health Questionnaire / signed Client Consent /Agreement documents / 3 Day Food Diary and settle payment at least 48 hours before initial consultation & pay for follow ups within 48 hours of booking, to secure my appointment.*
- These documents together form a legal and binding contract between us.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.*

A reminder of the accepted terms:

1. You accept the terms and conditions as detailed in this form
2. You will immediately notify Dandelion Natural Health of any medication changes/additional supplements use that may occur between appointments.
3. You understand that these may affect your nutrition plan and potential interactions need checking that could affect your health.