



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

PART 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.

A signed copy must be retained by both the Client and the Registered Nutritional Therapy Practitioner

- 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 medications 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.

PART 2

Payments

Fees are agreed in advance and are payable in full prior to the first appointment. Package fees are paid in full before the programme begins. Payment plans are offered as a convenience and represent a commitment to the full programme. Payments can be made by bank transfer, PayPal, credit or debit card.

Cooling-off Period (14 days)

In line with UK consumer regulations, you have the right to cancel this agreement within 14 days of purchase ('Cooling-off Period') without penalty. If you wish to terminate the agreement within the 14-day Cooling-off Period, you must do so in writing to info@nutrilounge.clinic.

- If cancellation occurs **before services commence**, a full refund will be provided
- If services have commenced within the 14-day cooling-off period, a refund will be issued **only for services not yet provided**
- Refunds will be processed within 14 days of cancellation

Cancellation after the Cooling-off Period

Clients may choose to discontinue the programme at any time by providing written notice to info@nutrilounge.clinic. Cancellation stops future sessions and support but does not automatically entitle the client to a refund.

Refunds after services have commenced

Due to the personalised and professional nature of services:

- Fees for sessions already delivered are non-refundable
- In **exceptional circumstances** (such as serious illness or unforeseen events), a **partial refund for sessions not yet delivered** may be considered at NutriLounge's discretion
- Refunds are not offered based on perceived outcomes, progress, or level of engagement

Missed Appointments

Appointments cancelled with less than 48 hours' notice, or missed without notice, are charged in full.

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.



Client Name:

Client Signature:

Date:

RNTP Name:

RNTP Signature:

Date: