

Disclaimer: Please sign and return this document on the day of your initial consultation

POLICIES & CANCELLATIONS

- In the interest of other clients there is a strict payment policy for missed appointments and cancellations within 96 hours
- Telephone consultations require payment in full by 96 hours **prior to the session.**
- **In-clinic consultations are payable on the day of consultation. No later.**
- Sessions are charged from the time booked. In the instance of late-arrivals, should you wish to continue over the time booked to make up for lost session time this will be charged pro-rata at the hourly rate.
- All consultation bookings are subject to cancellation fees outlined below.
- Missed appointments or cancellations within the 96 hours' notice-period will incur the full fee, become due on the day of consultation.
- Once the full fee is paid on time re-booking is offered as a good-will gesture, **subject to availability** within one week only.
- Anna reserves the right to cancel consultations at any time should the terms of agreement be not fully met.

The scale of charges for missed appointments are as follows:

Less than 96 hours before the confirmed appointment 100% of the fee will be charged. Charges are due on the date of the appointment / cancellation. No later.

Cancellations must be made in writing via email annabaudrain@hotmail.com NOT by phone

All last minute missed appointments require either a letter from your GP or immediate payment.

Acknowledgement of my scope of practice

I ask you to read the commentary below for the benefit of your understanding of the service I am looking to provide you.

- The degree of benefit obtainable from Nutritional Therapy may vary between clients with similar health problems and following a similar Nutritional Therapy programme.
- My nutritional advice will be tailored to support you as an individual and will be agreed between us.
- 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.
- I may recommend food supplements and/or functional lab testing as part of your Nutritional Therapy programme.
- Standards of professional practice in Nutritional Therapy are governed by the Complementary and Natural Healthcare Council.

I require you to understand and agree to the following terms:

- You are responsible for contacting your GP about any health concerns.
- You give me permission to contact your GP regarding any agreed aspects of your case.
- If you are receiving treatment from your GP, or any other medical provider, you should inform him/her about any nutritional strategy provided by me.
- It is important that you tell me about any medical diagnosis, medication, herbal medicine, or food supplements, you are taking as this may affect the nutritional programme.
- If you are unclear about the agreed Nutritional Therapy programme/food supplement doses/time period, you should contact me promptly for clarification.
- You must contact me should you wish to continue any specified supplement programme for longer than the original agreed period, to avoid any potential adverse reactions and to ensure the best programme has been chosen for your needs.
- Recording consultations using any form of electronic media is not allowed without the written permission of both you and me.

I agree to all of the above, please circle: Yes / No.

Fees

My professional fee structure is charged at a rate of £120 for up to the first hour. This means that appointments for an hour or less are charged at £120. An indication of how long each appointment will be made but cannot be guaranteed. When consultations **are more than one hour**, an additional fee will be charged at a pro rata rate of £120 per hour.

This pro rata fee applies to all the time I devote to your case including telephone appointments and calls, emails, letters, Skype appointments and face to face appointments.

Prior to conducting work on your behalf, an estimation of how much time I expect to allocate will be given for your approval. The exact length of time cannot be guaranteed.

In the follow up appointments conducted by telephone or Skype you will not be charged for the initial three minutes of conversation.

This fee structure exists so that you can receive my full attention that requires reviewing the entire file prior to a conversation, for example, and note making after the conversation or appointment. This is similar to and in line with most other professionals' fee structures.

Conclusion

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.

Client name:

Client Signature:

Date: