

TERMS AND CONDITIONS



1. SCOPE OF PRACTICE

The Nutritional Mix operates its practice in accordance with the British Association of Nutrition and Lifestyle Medicine and Complementary and Natural Healthcare Councils strict codes of conduct, performance and ethics.

Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. The Nutritional Mix has access to 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.

The Nutritional Mix uses this approach to work with individuals to address nutritional balance and help support the body towards maintaining health. The Nutritional Mix considers each individual to be unique and recommends personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach.

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.

The Nutritional Mix will never recommend nutritional therapy as a replacement for medical advice and will always refer any client with 'red flag' signs or symptoms to their medical professional.

The Nutritional Mix may 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.

2. CHILDREN

Clients under the age of 18 must be accompanied by an adult (parent, guardian or care worker).

The adult must give permission for the consultation to be performed and must co-sign the client's consultation forms.

The adult must be present in the room throughout the treatment.

3. CONFIDENTIALITY

All consultations and personal information are kept strictly confidential. Consultation forms and notes will be kept securely on file.

If The Nutritional Mix has serious concerns about your safety or the safety of another person, its confidentiality policy may be adjusted.

Please refer to the [Privacy Policy](#) for more details.

4. PAYMENTS

INITIAL CONSULTATION (90 MINUTES) - £110

FOLLOW-UP CONSULTATION (60 MINUTES) - £85

A booking is confirmed once the client and The Nutritional Mix have both agreed a date, time, duration and location for the consultation. A 50% deposit is required at the time of booking an initial consultation. This may be paid by cash, credit card, debit card or internet transfer.

The remaining payment will be taken immediately after the consultation. This may be paid by cash, credit card, debit card or internet transfer.

Additional payments for optional laboratory tests and/or supplements (if recommended) are normally made directly to the laboratory/shop. However, on some occasions, direct payment to The Nutritional Mix will be required when ordering the test. The Nutritional Mix will advise you of the payment method required at the time of recommendation and in advance of payment.

5. CANCELLATION POLICY

A booking is confirmed once the client and The Nutritional Mix have both agreed a date, time, duration and location for the consultation. If a cancellation is necessary, you may reschedule or cancel your booking any time up to 48 hours prior to the consultation, otherwise the deposit is non-refundable.

Prior to the initial consultation, a health questionnaire and diet diary will be sent to you for completion. These allow The Nutritional Mix to study your case before meeting with you. You are required to complete and return these forms at least 48 hours in advance of your initial consultation. Failure to complete the forms, or return them at least 48 hours in advance of your consultation, will result in a cancellation of your appointment. The pre-paid consultation deposit will be non-refundable, as failure to comply will lead to valuable clinic time being lost.

The Nutritional Mix may on occasion need to reschedule your consultation. A minimum of 48 hours notice should be provided. If less than 48 hours is provided, a 50% fee reduction for your next appointment will apply.

Cancellations should be sent in writing to eleonor@thenutritionalmix.com

Late arrivals will be charged the full price for their consultation but cannot unfortunately be guaranteed a full consultation time.

6. IMPORTANT INFORMATION TO NOTE

- ❖ 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.
- ❖ The Nutritional Mix is not permitted to diagnose, or claim to treat, medical conditions.
- ❖ Nutritional advice is not a substitute for professional medical advice and/or treatment.
- ❖ The Nutritional Mix 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.
- ❖ These terms and conditions cover the practice of nutritional therapy at The Nutritional Mix. It will be made clear if there is an intention to step outside this boundary by referring you to other specialist consultants.