



1. TERMS OF ENGAGEMENT

1.1 You are engaging 'the practitioner' Estefania Solar (trading as Become Nutrition) to provide nutritional therapy, a functional test or tests and subsequent interpretation and coaching services (Services) within the terms of this agreement.

1.2 This contract between us will commence on the date you sign this agreement and will continue until terminated by either of us giving 1 week's notice to the other in writing or by email.

1.3 You have up to 9 months from the date of the initial consultation to attend all sessions included in the package purchased.

2. SERVICES PROVIDED

2.1 For Nutritional Therapy, the Services will have a format, length and cost as per the options offered, priced and explained on the Become Nutrition website at the time of booking <http://becomenutrition.co.uk/services/> and in your communications with the therapist.

2.2 For Nutritional Therapy clients, a health questionnaire must be completed in advanced of our first consultation and you will provide true and accurate answers to the questions.

3. DUTIES OF PRACTITIONER

3.1 I shall provide the Services detailed in Clause 2 with due care, skill and ability.

3.2 All warranties and representations are excluded to the fullest extent permitted by law. Due to the nature of nutritional therapy we do not guarantee any particular results. The degree of benefit obtainable from the programme may vary between clients with similar health problems and following a similar health programme. As with any endeavour, success is dependent on many factors, most notably your personal motivation, commitment and openness to following the programme.

3.3 If for any reason we are unable to provide the Services at the agreed time, we will provide you with as much notice as possible and we shall reschedule the Session for a time mutually agreed.

3.4. For Video Call consultations outside of our business area: please ensure that there are not other Registered Nutritionists able to take your case in person in your local area by checking BANT's register: <http://bant.org.uk/bant/jsp/practitionerSearch.faces>

4. DUTIES OF CLIENT

4.1 You should tell your GP about any nutritional strategy provided in your programme to ensure there are no adverse reactions because of any medical conditions or medications.

4.2 It is important that you inform us about any medical diagnosis, medication, herbal medicine, or food supplements you are taking as this may affect programme.

4.3 If you are unclear about the agreed programme/ food supplement doses/time period, you should contact us promptly for clarification.

4.4 You must contact us should you wish to continue any specified supplement programme for longer than the original agreed period, to avoid any potential adverse reactions.

5. FEES

5.1 In consideration of us providing the Services to you, you will pay us fees as agreed in the booking confirmation, not including any additional tests and supplements recommended by us, which are optional and will incur additional charges.

5.2 You shall pay the initial invoice in full and in cleared funds before the start of your initial consultation, directly to the bank account nominated by us or in cash. We do not accept cheques. For testing, you shall pay the invoice before any test is ordered, to the bank account nominated in writing by us.

6. CONFIDENTIAL INFORMATION

6.1 We acknowledge that in the course of providing the Services we will have access to Sensitive Personal Information.

6.2 We agree not to (except in the proper course of our duties) use or disclose to any third party any Confidential Information. This restriction does not apply to any use or disclosure which we in our absolute discretion consider necessary or advisable in order to prevent illegal acts or harm to you or to others.

7. DATA PROTECTION AND INTELLECTUAL PROPERTY

7.1 You acknowledge and agree that your personal data will be processed by and on behalf of us as part of us providing you with the Services.

7.2 You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials that we use in the Sessions.

7.3 You may not without our prior written consent make any audio or visual recordings of all or any part of your Sessions.

8. LIMITATION ON LIABILITY

8.1 Nothing in this clause shall limit my liability for death or personal injury caused by our negligence or for our fraud or fraudulent misrepresentation or for any matter for which liability cannot be legally excluded or limited.

8.2 You expressly assume all risks of taking part in the Sessions, including but not limited to the risks of trying new foods, supplements and making lifestyle changes.

8.3 We shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of corruption of data or information or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses suffered or incurred by you as a result of you entering into this agreement and us providing the Services.

8.4 Our total liability in contract, (including negligence or breach of statutory duty), misrepresentation,

restitution or otherwise arising in connection with the performance or contemplated performance of this agreement shall in all circumstances be limited to the total price paid by you for the Services.

9. MEDICAL DISCLAIMER

9.1 Any information or guidance we provide is not a substitute for the consultation, diagnosis, and/or medical treatment of your doctor or healthcare provider.

9.2 You must not rely on any information or guidance we provide you with as an alternative to medical advice from your doctor or healthcare provide and we expressly disclaim all responsibility, and shall have no liability, for any damages, loss, injury, or liability whatsoever suffered by you or any third party as a result of your reliance on any information or guidance we provide you with.

9.3 If you have any specific questions or concerns about any medical matter, you should consult your doctor or healthcare provider as soon as possible.

9.4 If you think you may be suffering from any medical condition, you should seek immediate medical attention from your healthcare provider. Do not delay seeking medical advice, disregard medical advice or discontinue medical treatment because of information or guidance we provide you with.

10. CANCELLATION POLICY AND FEES

10.1 If you need to reschedule your session for another day please give us as much notice as you can by email or text message.

10.2 We will reschedule your initial consultation at no cost if you contact us at least 48 hours before your appointment. We may charge £20 on top of your appointment fee each time you postpone one of your sessions after the first cancellation or delay.

10.3 If you wish to cancel any of your appointments, we will process a full refund if you cancel in writing at least 7 days in advanced. We will refund any money paid to us minus £20 admin fee if you contact us in writing between 7 days and 24 hours before your appointment. No refund will be given if you cancel within 24 hours of your appointment.