



Website Terms & Conditions

Introduction

Welcome! This website, <https://www.janayakarlocinaturopath.com.au>, is owned and operated by Janaya Karloci Naturopath Pty Ltd, ABN 70 672 198 042. If you have any questions or need further information, please email Janaya Karloci: wellness@janayakarlocinaturopath.com.au.

This document outlines the Terms and Conditions you need to be aware of when using this website, my services or purchasing from me.

Please take a moment to read it, as it sets out the terms of our relationship so that we may benefit from clear boundaries and knowing what to expect from each other.

When you visit this website, use my services, or purchase my products, you agree that you are over the age of 18 and willing to be bound by these Terms & Conditions. If you don't agree, you should not continue to visit this website or purchase anything from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

These Terms & Conditions may be changed or modified from time to time. Please check back regularly to ensure you are aware of any changes.

There may be additional, specific terms of service provided to you in relation to my services. If there is any inconsistency between this document and those specific terms of service, these Website Terms & Conditions are overruled to the extent of the inconsistency.

In this document, the words 'includes' or 'including', are used without limitation.

Content Disclaimer

This disclaimer applies to the wide range of content I provide on this website, to my mailing list, in and following my consultations and for my social media accounts, including blogs, newsletters, social media content and my free and paid-for resources ("my content"). As part of my content, I may offer handouts, presentations, guides, tips, and worksheets to support certain body systems, mindsets, or health conditions. I provide educational information about holistic wellness and naturopathic interventions, including dietary and lifestyle recommendations, herbal and nutritional supplementation, and flower essences, mental health insights, neurodiversity and personal experiences related to obsessive compulsive disorder (OCD), other mental health concerns and general information to support your overall health and wellness.

This content is provided solely for your education and personal development. My aim is to share knowledge, foster understanding, and support you in seeking natural solutions that may benefit your overall health and wellbeing.

Content Policy

I conduct extensive research to provide content that I believe is valuable and true. However, I have no responsibility for the use that you make of that information.

My content is not intended to replace professional medical advice, diagnosis, or treatment. It is imperative you seek guidance from qualified healthcare professionals who can provide personalised recommendations based on your specific health conditions, medications, and overall wellbeing.

There is no professional relationship formed by your visit to my website, or by consuming my content, unless you explicitly choose to work with me. This is because we have not had a consultation that allows me to personalise my advice to your individual needs. It is important that you understand that generalised information about health and wellness is never a substitute for professional health guidance tailored to your specific circumstance.

Any testimonials or results I may display on this website are based on my experience and those of my previous clients. There are no guarantees that anyone else will achieve the same results.

While I take all reasonable care to ensure that the content, I create is accurate, relevant, and up to date, I make no guarantees and disclaim any

legal liability for inaccuracy, incompleteness, or error. If you find something that seems problematic, it would be very helpful if you let me know!

I reserve the right to modify, update, or discontinue any part of the website, my content, products, or services provided, without prior notice. It is your responsibility to stay informed about any changes in these terms and conditions by regularly reviewing this section.

Visitor Responsibilities

You are responsible for your own safety and wellbeing while browsing the internet, which includes my website and consuming my content. Do not act on anything you read without first conducting your own research, consulting appropriately qualified health professionals, and making informed choices about what is right for you, based on your personal circumstances.

I will often discuss educational information and the benefits of using various naturopathic interventions to support health and wellbeing. It is crucial to recognise that these interventions may not be suitable for everyone; they may carry potential risks, react differently to different individuals, and may be contraindicated in certain health conditions, such as when you are trying to conceive, are pregnant or if you have a serious health condition. They can also potentially interact with medications (prescribed or unprescribed) or other complementary medicines.

I strongly recommend that you get clearance from your qualified healthcare professional before implementing any changes or interventions suggested by my content. If you experience any adverse or unexpected effects, stop the intervention immediately and seek emergency care if required. I would also appreciate you contacting me to share your experience. You agree to indemnify and hold harmless Janaya Karloci Naturopath Pty Ltd, its affiliates, and representatives from any claims, damages, or liabilities arising from your misuse of my content.

It really should go without saying, but as a user of my website, you agree not to behave maliciously, spam any other user, post defamatory content about anyone, infect any aspect of my website with malware, hack into any part of my website where you don't have my permission to be, or use my website for any purpose other than consuming my content, engaging in my programs, and purchasing my products or services. You also agree not to use my website or content in any way that is unlawful or harmful to any other person or business. If you do, I have the right to refuse you service and ban you from accessing my website or social media.

By continuing to access and use my website and my content, you affirm your understanding and acceptance of these consumer responsibilities and the overall terms and conditions outlined in this document.

Downloads

I may offer paid and free downloads. While I take cybersecurity seriously and make every reasonable effort to ensure these downloads are safe and hassle-free, I am not responsible for any viruses or other damage that might occur as a result of you downloading material from this site. Please make safety your priority and ensure you have adequate internet security to protect yourself against malicious interference from cyber criminals.

External Links

From time to time, I may provide links to external sites. I have no control over the information provided on these sites, and the links are solely for your information, education, or entertainment. I do not endorse any products they offer for sale and have no relationship with them unless otherwise clearly notified.

I may also provide links to the websites of my affiliates and clients. I think they are wonderful, but I do not explicitly endorse any services or products they offer for sale. While I believe them to be reputable businesses, any relationship you enter into with them is at your own risk, and I am not a party to the transaction in any way.

If you find a broken link, feel free to let me know.

Disclaimer for Services

I am a degree-qualified Naturopathic practitioner with a passion for helping others, mental wellness, OCD awareness and nature itself. I studied for my degree part-time at Endeavour College of Natural Health, initially while working within the Financial Services industry in Sydney and then as a mother. I finished my degree in December 2021, where I was awarded a distinction. In 2023 I also completed a certificate in Natural Health Care for Animals. You are welcome to learn more about me on my [Meet Me](#) page.

Here are some further details that may help you feel more comfortable working with me:

- I provide my services through my company, Janaya Karloci Naturopath Pty Ltd
- ABN 70 672 198 042

- I am a qualified Australian Naturopath (Bachelor of Health Science [Naturopathy]), with distinction.
- I am a member of the Australian Natural Therapists Association (ANTA) - #11774
- I work from my home address, so I do not wish to disclose that for obvious reasons; however, I am happy to confirm I am based in Bexley, NSW.

There are a number of ways you may choose to work with me that are available to book through my booking platform, [My Appointments](#), via my website, my email marketing and/or my social media accounts or by emailing me directly. The terms and conditions in this section apply to all my services unless alternative terms are explicitly provided to you.

I offer:

- One-To-One Appointments: -
 - A Complimentary Discovery Chat
 - Naturopathic Appointments
 - Telehealth – Initial Consultation
 - Telehealth – First Follow-Up Visit
 - Telehealth – Treatment Review

Specific Terms of Service for all my One-To-One appointments can be found in the [appendix here](#).

Specific Terms of Service also apply to my Mental Health Transformational package (coming soon).

These documents provide more detail about how to get the most out of working with me, and operate in addition to my Website T&Cs.

I provide a Naturopathic Pet (canine, feline & equine) Product Formulation Service, available to commercial businesses wanting to create holistic internal and topical products that can be sold to the retail market. Enquiries about this service should be emailed to wellness@janayakarlocinaturopath.com.au. Please refer to my specific [Terms of Service for my Naturopathic Pet Product Formulation service](#). The remainder of the information in these Website Terms and Conditions do not apply to this service.

While I operate online and welcome bookings from individuals worldwide, I am unfortunately unable to work with clients residing in the USA or Canada due to insurance limitations. Thank you for understanding.

Indemnity

I do not make any guarantees or warranties about the accuracy of any material displayed on this website, or the products, services, programs, or packages offered through it, except for any non-excludable consumer guarantees and other consumer protection provisions set out in the Australian Consumer Law. I am human, and errors creep in despite the best of intentions. If you see something that doesn't seem right, please let me know.

While I make all reasonable efforts to ensure that this website, my content, and my services meet with the highest standards of best practice, if something does go wrong that is not a direct result of my negligence, misrepresentation or deliberate fault, you agree that, to the fullest extent permitted by law, I will not be liable for any loss or damage arising out of or related to my website, my content, products or services purchased through it, or any material posted on it, irrespective of whether such damages were foreseeable, and regardless of the nature of the claim.

You take full responsibility for your implementation of any suggestions that I may make while providing my services. You understand that my advice is limited to providing you with options for your consideration, and that you are solely responsible for any actions that you choose to take. Always consult your own values and vision, do your own research, and check with appropriately qualified professionals before making major decisions or significant changes. You agree to indemnify me against all consequences arising directly or indirectly from your choices.

You expressly agree that if this indemnity is unenforceable for any reason, my total cumulative liability for all causes of action of any kind (other than negligence or deliberate wrongdoing) shall not exceed the amount that you have paid to me.

Payment Terms

All prices on my website are in Australian dollars and include GST.

Applicable to all my paid one-to-one telehealth appointments.

A 25% deposit is required at the time of booking. As long as you cancel or reschedule your booking at least 24 hours before the scheduled time, this 25% deposit will be refunded to you. Please see my [Appointment Policy](#).

All payments are to be made through the [My Appointments](#) website which accommodates transactions using both debit and credit cards. It accepts payments from Visa, MasterCard, and American Express.

[My Appointments](#) use a third-party payment processor – Lateral Payment Solutions Pty Ltd (ABN 12 610 150 064) (Latpay) – to process payments. Latpay collects your credit card details (and other personal information) and stores that information using xxx-bit encryption at Latpay's secure payment gateway. Your personal information is stored and used, and your payments are processed by Latpay in accordance with their [terms and conditions](#) and [privacy policy](#). I do not have access to your credit card details or other personal information collected by Latpay. Any questions or concerns about your payment details or personal information should be directed to Latpay.

More information about how My Appointments handles your personal information may be found in their [Privacy Policy](#).

Following our appointment together, I will send through my invoice for the remainder of your fee. Payment is due within 7 days of the date on the invoice.

If I do not receive payment within 7 days, I will send you a reminder. I will continue to send weekly reminders after that until payment is received.

- Please note after the first reminder, an administrative fee of \$27.50 (inc. GST) will be added to the total amount due for every reminder sent. I respect my work and the time and effort I put into it. It is only fair that I should be remunerated if I have to spend time chasing payment.
- If there is a problem with payment, please get in touch with me as soon as possible to make alternative arrangements and avoid incurring this administrative fee.

If an invoice is more than 60 days overdue, you agree to pay all costs, including debt collection agency fees and solicitor's costs, that I may incur in taking steps to recover any money that you owe to me, regardless of whether legal proceedings are issued in relation to the debt.

Appointment Policy

Cancellation or Rescheduling

Please provide at least 1 full days' notice (during business hours, Monday to Friday) if you need to cancel or reschedule your appointment. This allows me to help someone else in the time that has been reserved for you.

Appointments that are cancelled or rescheduled with less than 24 hours'

notice will incur a cancellation fee of 25% of the service fee (in other words, you will forfeit your deposit).

If I cannot make our scheduled appointment for any reason, I will contact you as soon as possible and attempt to reschedule to a mutually convenient time.

No Show

If either of us is more than 10 minutes late to our appointment, it is agreed that the one who was on time will contact the other ASAP to check in, remembering that we are all human and forget things sometimes.

- If I am late, I will extend our session together, or if that is not possible, I'll extend our next appointment together to make up the time lost.
- If you are late, the missed time will not be made up. If you are unable to attend the appointment at all, my cancellation policy will apply and you will forfeit your deposit.

Refund Policy

CONSUMER GUARANTEES

I take my obligations under Australian Consumer Law seriously and will do my best to address any issues that arise. However, even if there is a major problem, my liability is strictly limited to:

- providing the services again; or
- if I am unable to do so within a reasonable time, refunding the full amount that you have paid to me.

If you feel that there is any problem with my services, please let me know within 48 hours of the problem occurring. I am keen to understand what has gone wrong if you are unhappy so that I can address your concerns and try to find a mutually acceptable solution.

Intellectual Property

Copyright & Trade Secrets

All my content, including content provided to you as part of my services, is protected by copyright laws and treaties around the world, with all rights reserved. This means that you must not use, copy or make my work public without my permission.

I believe in openness and transparency, so I want to let you know that I have used artificial intelligence, or AI, to help make my content better. This means parts of what you see on my website, including text and images, might have been made with AI assistance. I have chosen my AI tools carefully and have

the right to use anything that the AI helped create in my work. I have also invested considerable intellectual effort in transforming the raw material produced by AI into an original work before sharing it with you. Even though AI may have helped co-create or inspire me, my content is still very much my unique creation, and I claim exclusive ownership of it.

You are welcome to share blog posts or other publicly available content through social media, but you must provide a link back to this website.

You may store, print and reproduce the publicly available content that I supply solely for your own personal use, and only if I am clearly acknowledged as the source.

If you become a paid client of mine where you are using my one-to-one appointments or are participating in my Mental Health Transformational Package, content provided to you in our appointments may be printed or downloaded to a local hard disk strictly for your personal and non-commercial use. This content contains my trade secrets that are offered exclusively to clients. It is an essential condition of participation that you agree that you will not provide extracts of any of this exclusive content to anyone else without explicit written consent.

Commercial exploitation of my content in any way that competes with my business is strictly prohibited.

You may link to content on my website or social media profiles, provided you do so in a way that is fair and legal and does not damage my reputation or take advantage of it. However, you must not suggest any form of association, approval or endorsement on my part where none exists.

Trade Marks

I claim ownership of my logo as an unregistered trademark. It may not be used without my express permission.

Respectful Communication

I reserve the right to moderate any comments made on this website, in the Facebook Groups I control, and on any of my social media pages and profiles, including deleting comments that I deem to be rude, offensive, spammy or unacceptable, without any notification or correspondence with you. Keep all communication kind and polite, please.

Disrespectful or aggressive behaviour towards me or anybody else will not be tolerated.

Dispute Resolution & Jurisdiction

If a dispute arises, you agree that you will not engage in any public discussion about the issues, will behave politely towards me, and will avoid any conduct or communication that might reasonably be expected to interfere with my business or personal interests. You agree to act in good faith and be reasonably cooperative at all stages of the dispute-resolution process. I will treat you with the same consideration.

NEGOTIATION

If you have any concerns, issues, or complaints arising out of your use of this website, my content, my products or services, or these terms and conditions, you agree to communicate with me with the intention of making a genuine effort to seek a win/win solution and trying to resolve the dispute in good faith through negotiation and discussion. Please email me at wellness@janayakarlocinaturopath.com.au and expect a response within four 4 business days.

MEDIATION

If the dispute cannot be resolved by negotiation and discussion within 14 days, you agree to proceed to mediation with the assistance of an independent accredited mediator, seeking mediation online or by telephone if anyone would need to travel for more than an hour to attend the mediation.

The mediator is to be appointed by agreement or failing agreement within 14 days of the negotiation period ending, I will provide you with contact details for at least 2 appropriately qualified, neutral mediators (having first confirmed their availability), and you must select one of them within 48 hours of receiving the nominations. All costs of mediation must be shared equally.

Legal action must not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation have been exhausted.

Professional Standards Complaint

If a dispute cannot be resolved by negotiation and discussion, you may access the complaints procedure offered by Australian Natural Therapists Association (ANTA) here:

<https://www.australiannaturaltherapistsassociation.com.au/about/complaints-process/>

JURISDICTION

These Terms & Conditions are subject to the governing law of New South Wales. Regardless of where you live in the world, you irrevocably agree that if the dispute resolution processes fail, the courts of New South Wales, and the Commonwealth of Australia, will have exclusive jurisdiction.

Thank you for reading & respecting my T&Cs

Appendix

Terms of Service

Janaya Karloci Naturopath Pty Ltd **One-To-One Appointments**

Firstly, thank you for your interest in my One-To-One Appointments. Booking this consultation is subject to the following Terms of Service, which operate in addition to my Website Terms and Conditions. Please read them carefully and contact me via email: wellness@janayakarlocinaturopath.com.au should you have any questions at all.

Disclaimer for Services

My intention in offering these services is to share knowledge, foster understanding and support you in seeking natural solutions that may benefit your overall health and wellbeing.

Why Work with me

Aside from my professional qualifications previously mentioned, I possess lived experiences that I feel allow me to better comprehend and assist my clients. Firstly, I struggled with OCD for over twenty years before receiving a diagnosis, so I understand firsthand how challenging it can be. Secondly, I've dealt with high levels of stress throughout my life, which eventually resulted in mental and physical burnout. My condition was likely exacerbated by my undiagnosed OCD, as well as my experiences working in the fast-paced Financial Services industry in both London and Sydney, studying part-time while working, and later becoming a studying mother. I eventually hit rock bottom, performing compulsions for hours on end while caring for my two

young children, whom I adored. After receiving a diagnosis of OCD, I underwent a rigorous year of treatment, which wasn't easy at times. I am pleased to share that I am now able to manage my OCD symptoms and have considered myself "recovered" now for over 12 months.

I believe it is my responsibility to:

- share educational information and content and conduct appointments in a safe and ethical manner;
- prioritise informed consent;
- deliver what I have promised with integrity;
- hold space for you to explore your needs; provide you with support and accountability;
- practice within the scope of my qualifications;
- undertake ongoing professional development; and
- make all reasonable efforts to meet a high standard of best practice.

What I Expect from You

Important information about how to care for your own wellbeing is set out below. If you have any questions or concerns, please email me before proceeding with your purchase or booking.

Important to understand.

I am a qualified Australian Naturopath, and it's important to clarify that while I am deeply committed to supporting your health and wellbeing through naturopathic care, I am not a medical doctor, therapist, or counsellor. My work does not treat or diagnose any disease or illness. My expertise lies in naturopathy, which encompasses holistic approaches to health and wellness. I am not a substitute for medical advice, mental health support, therapy, or counselling. If any concerns arise during our work together, I strongly recommend you seek advice from a qualified professional or support service.

At all times, you remain fully responsible for your own physical, emotional, and mental wellbeing. While I strive to provide comprehensive care, there might be instances where my evaluation could potentially miss certain aspects. You are encouraged to make informed decisions regarding your own health. If at any point I believe that your situation requires the attention of a medical professional, I will openly communicate and recommend seeking appropriate medical care.

Naturopathic care is complementary to conventional medical treatments, and I encourage you to continue consulting with your medical doctor for primary care needs. It is essential to maintain open communication between

all healthcare providers involved in your wellbeing. If you are working with a different health practitioner at the same time, make sure you inform me and them, and continue any existing treatment plans. I am always happy to work collaboratively as part of your holistic healthcare team.

If you are taking any medication or treatments, this is NOT the time to stop.

Understanding the Naturopathic Healing System and how to get the best from working with me.

Naturopathic care is centred around holistic healing, focusing on the root causes of health concerns rather than merely addressing symptoms. It involves a comprehensive evaluation of your health, lifestyle, and unique circumstances. Just as it takes time for health issues to manifest, the journey towards improving health and, ultimately, optimal wellbeing is a gradual process.

Much like tending to a garden, the care you invest in your health directly influences the outcomes. Adhering to the recommended dietary changes, incorporating recommended supplements, and following lifestyle suggestions are vital components of the naturopathic journey. What you put into this process is integral to the results you'll experience.

Your active participation, honest feedback, and open communication about your experiences are invaluable. If you have any concerns or questions, or if you're not experiencing the expected improvements, please reach out. Your journey is unique, and adjustments to your plan may be necessary to better suit your individual needs.

In our One-to-One appointments, you are urged to disclose your complete medical history, including current medications and supplements, to ensure a comprehensive understanding of potential interactions and implications for your individual health and to update me of any changes, such as trying to conceive (males and females), becoming pregnant, being diagnosed with any new health concerns or conditions, or starting any new medication or supplements.

If you choose not to continue working with me for any reason, there will be no hard feelings; you can come back anytime in the future should you wish. However, **it is essential that you understand** treatment evolves as your health evolves, so if I recommend something in your first treatment plan, it

may not be useful (sometimes it can even be harmful) to keep doing in the long term – please seek clearance from another qualified health professional before deciding to continue with recommendations made by me without my guidance.

Finally, remember to celebrate the small victories along the way. Positive changes, even if subtle, are indications that the healing process is unfolding. I am committed to supporting you every step of the way and adjusting your plan as needed.

Are we the right match to work together?

You will get the most out of working with me if you approach our collaboration with an open mind, a commitment to making positive lifestyle changes, and a willingness to actively engage in personalised strategies and recommendations tailored to your unique health journey. Embracing this partnership with dedication, honesty, and proactive communication will empower you to achieve optimal well-being and unlock the full potential of your health transformation.

You might not be a good fit for this work if you seek quick fixes without a willingness to invest time and effort in holistic lifestyle changes. Additionally, if you are not open to collaborative communication, exploring alternative health approaches, or actively participating in the naturopathic process, this may not be the most suitable fit for your wellness journey.

It's essential to recognise that achieving meaningful and sustainable health outcomes often requires a commitment to gradual progress and a cooperative effort between client and practitioner.

Confidentiality

In our appointments, you will be expected to share highly confidential and sensitive information with me about your health, lifestyle, and other aspects of your life, which may not be publicly available. As a qualified health professional, I am strictly obligated to maintain confidentiality. Any information you provide will only be used for your benefit and will not be shared or disclosed to any third party without your express permission. I manage and protect your personal information in accordance with my [Privacy Policy](#) which describes how I collect and manage your personal and sensitive information when you interact with my business. I take this responsibility very seriously. Please ensure you review my [Privacy Policy](#) for full information and if you have any questions or concerns about how your

personal or sensitive information is being handled, please do not hesitate to contact me.

Content & Delivery

All one-to-one appointments are held via online video consultation (telehealth) using [My Appointments](#).

- You will need a private, quiet area where you won't be disturbed and can speak freely. A café or public space is not suitable.
- You will need to focus so please reschedule if you are going to be driving or supervising young children. Note that I require at least 1 business days' notice to reschedule.
- I always suggest you also have some drinking water or a warm tea with you.
- The [My Appointments](#) link is provided to you by email and text message 15-minutes before your scheduled consultation time.
 - o If you do not receive this email/text message at least 10-minutes before your scheduled consultation time, please email me.

Complimentary Discovery Chat

This 15-minute chat is all about discovery. It's a chance for you to meet me, your potential holistic naturopathic practitioner, for me to share a little about my approach and for you to tell me what ultimate hopes, goals, or achievements you'd like to set and work towards with me. It's also an opportunity to ask questions about naturopathy and my process, as well as to see if we are a good fit to work together.

Please note: no health advice can be given in this meeting.

By proceeding with this booking, you agree that you have read, understood, and agree to my terms and conditions including these specific terms of service.

Please email me before completing your booking if you have any questions or concerns.

The Janaya Karloci Naturopath Pty Ltd Healing Journey

AKA The way I work with my Naturopathic clients.

Prior to our first session (Telehealth Initial Consultation)

Please ensure you read, understand and agree to the entirety of this document, including the appendix and [Privacy Policy](#). If you have any questions or would like further information on any aspect of either document, please email me before our booking.

Shortly after making your initial consultation with me, you should receive two emails from me, one to confirm your booking and a second, asking you to complete an in-depth initial intake form and the informed consent/ consent to treatment. This form is essential from a legal perspective and provides the information I require to prepare for our meeting. I ask that you complete this documentation at least 48 hours before your appointment time to ensure I can review it before our meeting. By completing this form, it will also help to ensure we don't waste time going over things that aren't relevant and instead spend our time together working on what is most important to you.

Please note that by completing to the informed consent, as a minimum you are agreeing to:-

- having had read, understood and agreed to the entirety of this document (website terms and conditions, including the appendix) and my [Privacy Policy](#).
- having had provided all relevant information about your health and medical history
- giving your full consent to treatment in this appointment and to all future treatments
- providing me with any changes that may occur in your medical history.
- that a 25% cancellation fee may apply if you do not provide at least 24-hours notice to cancel or reschedule your appointment time.

Session 1 – Telehealth Initial Consultation (60-minutes) \$160

During this first session, we will have an in-depth discussion about your overall health and what you would like to achieve before working together to create a suitable, comprehensive, personalised treatment plan based on your health goals.

Any pathology testing, personalised herbal medicine, flower essence or nutritional supplementation prescriptions that I recommend will be charged at an additional cost (recommended retail price [RRP], plus delivery costs).

Please note I may suggest pathology testing during this session, which I will ask you to complete by our second session ([Telehealth First follow-up visit](#)) to ensure we identify as many factors as possible affecting your current health position.

Following our initial Consultation

You agree that you will work through your treatment plan. While it is anticipated that it will take some time to start seeing real improvements in

your overall health and wellbeing, you will generally start to feel some benefits before your next appointment ([Telehealth First follow-up visit](#)) which will usually be held 2 to 3 weeks later.

Session 2 – Telehealth First Follow-Up Visit (45 minutes) \$120

During this session, we will review your progress and analyse any pathology results we may have received, before making suitable adjustments to your treatment plan.

Following our First Follow-Up Visit: -

You agree that you will continue to work through your updated treatment plan until your next appointment ([Telehealth Treatment Review Session](#)) which will usually be held 3 to 4 weeks later.

Session 3 and beyond Telehealth Treatment Review Session (30 minutes) \$80

The next step in your one-to-one wellness journey, generally a further 2 to 3 weeks later, is a treatment plan review.

These review sessions come after your first two paid sessions. These sessions are much quicker than previous sessions. We will review your ongoing health progress and make minor adjustments to your treatment plans.

Depending on your circumstances these sessions will generally be scheduled every 4 to 6 weeks until no longer required.

Please note if you have not seen me within six months of your last session or have a new health concern you would like to discuss that is unrelated to your previous sessions, you will need to choose the "First Follow-Up Visit" option, as we will require more time.

Important information you should be aware of with regards to these appointments

Please ensure you have read and understood my [Appointment Policy](#) and full [Payment Terms](#).

During our appointments

To ensure the best possible Naturopathic support from me, it's important to be open and honest during your consultation. In the Initial Consultation the more information you can provide about your health history – from birth until now – including your family medical background, any medications you may be taking or have taken a lot of in the past, eating habits, activity levels, digestive function, signs, symptoms, mindset, and more, the better I can

understand you as a whole person and personalise recommendations according to your individual needs.

Furthermore, in the first follow-up and following treatment review appointments, the more information you can provide about your overall health and wellness, the better I can understand your unique self and how your body reacts to different modalities and changes. If anything changes for you between our appointments together, it is important that you share this information with me, i.e., body functions, signs, symptoms, mindset, etc. Also as important - if something changes between appointments in terms of your health status i.e. you find out through another health practitioner that you now have high blood pressure, high cholesterol, or any new diagnoses, you decide you want to try to start conceiving (male or female), may be pregnant and/or start taking new medications – I need to know this information to personalise recommendations safely and according to your individual needs.

Following our appointments

I will forward a personalised treatment plan for you to follow between our appointments and my invoice for the remaining 85% of the appointment fee, which is to be paid within 7 days.

All optional recommended prescriptions within the treatment plan will need to be purchased by you online through <http://www.vital.ly> or <https://www.naturalchemist.com.au>. Your recommended prescriptions will be emailed with a link from these third-parties following your appointment.

Please be aware in addition to the prescription information (supplementations and dosages) I will need to share your name, email, and mobile number with these third-party suppliers to create your account. This allows you to order directly through them and have supplements sent to your desired address. Please refer to my [Privacy Policy](#) for further information and if you have questions or concerns about this, please do contact me via email (wellness@janayakarlocinaturopath.com.au).

Acceptance of these Terms

By proceeding with any of your One-to-One bookings, you agree that you have read and agree to be contractually bound by these Terms and Conditions including the specific terms of service set out in the appendix. Please email me before completing your booking if you have any questions or concerns.

Thank you for reading & respecting my T&Cs

This document was created with the support of Carefree Counsel. Copying it without permission is a breach of copyright, and really bad business practice. Show respect for us, yourself & your clients by getting your own Contracts that Care!

