

Naturally Guided Nutrition

Terms & Conditions

Last Updated: July 2026

Welcome to Naturally Guided Nutrition. These Terms & Conditions explain the basis on which nutritional therapy services are provided. By booking a consultation or engaging my services, you agree to these Terms & Conditions.

1. About Naturally Guided Nutrition

Naturally Guided Nutrition provides personalised nutritional therapy, nutrition and lifestyle advice, and wellbeing support tailored to each individual's needs.

I am a qualified Nutritional Therapist and a member of the **Federation of Nutritional Therapy Practitioners (FNTP)**. I hold appropriate professional indemnity and public liability insurance and practise in accordance with the FNTP Code of Ethics and Professional Practice.

Nutritional therapy is a collaborative process. During your initial consultation we will discuss your health concerns, goals and the support you require. Your programme will be reviewed and adjusted as appropriate throughout our work together.

2. Scope of Practice

Nutritional therapy is recognised as a complementary approach to supporting health and wellbeing through personalised nutrition and lifestyle recommendations.

Recommendations may include:

- Dietary and lifestyle advice
- Food supplement recommendations
- Functional testing through independent laboratories (where appropriate)
- Referral to other healthcare professionals where this may support your health goals

All recommendations are based on the information you provide and current evidence and professional practice at the time of your consultation.

3. Medical Disclaimer

Nutritional therapy is **not** a substitute for medical advice, diagnosis or treatment.

I do not diagnose medical conditions, prescribe medication or advise you to stop taking prescribed medication.

If your symptoms require medical investigation or treatment, you will be advised to consult your GP or another appropriate healthcare professional.

Health outcomes vary between individuals and, as with any healthcare intervention, specific results cannot be guaranteed.

4. Your Responsibilities

To enable me to provide safe and appropriate advice, you agree to:

- Provide accurate and complete information about your health.
- Inform me of any diagnosed medical conditions.
- Inform me of any medications, supplements or herbal remedies you are taking.
- Notify me of any significant changes to your health during our work together.
- Inform your GP or other healthcare provider of any nutritional recommendations where appropriate, particularly if you are receiving medical treatment or taking prescription medication.
- Contact me if you require clarification regarding your nutritional programme.

You remain responsible for your own healthcare decisions and for implementing any recommendations made.

Where appropriate and with your agreement, you consent to me communicating with your GP or another healthcare professional regarding relevant aspects of your care.

5. Fees and Payment

Fees are charged according to the consultation or programme you have selected.

Payment is required within 24 hours of receiving your invoice and before your first consultation unless otherwise agreed.

Appointments are confirmed once payment has been received.

Accepted payment methods are:

- Bank transfer
- Cash (where agreed for in-person appointments)
- Debit or credit card via my SumUp card reader for in-person appointments

Prices may be updated from time to time. Any fee changes will not affect appointments already booked and confirmed.

Refunds are not available for consultations or services that have already taken place.

6. Appointments and Cancellations

Appointments must be booked in advance.

If you need to cancel or rearrange your appointment, I ask that you provide at least **48 hours' notice**.

Appointments cancelled with less than 48 hours' notice, or missed appointments without prior notice, will be charged at the full consultation fee.

If you are attending an online consultation, you are responsible for ensuring you have a suitable internet connection and access to the agreed video platform. Where a consultation cannot proceed due to technical difficulties at your end, the full consultation fee will still apply.

Telephone consultations to UK landline or mobile numbers are included where agreed.

7. Communication Between Consultations

Support between consultations may be available by email or other agreed methods, depending on your programme.

The level of support included will be discussed when your programme is agreed.

Responses are generally provided during normal working hours. Emails and messages are not monitored continuously and should not be used for urgent medical concerns.

8. Confidentiality

Your privacy is extremely important.

Information shared during consultations will remain confidential except where:

- you have given permission for information to be shared;
- disclosure is required by law;
- there is a serious concern for your safety or the safety of another person.

You may be asked to provide your GP's contact details and an emergency contact during your initial consultation.

9. Data Protection

Your personal information is processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information collected may include:

- Contact details
- Health questionnaires
- Medical history
- Consultation notes
- Relevant correspondence

Records are stored securely and retained only for as long as required by professional, legal and insurance obligations.

Your information will never be sold to third parties.

You have the right to:

- access your personal data;
- request correction of inaccurate information;
- request deletion of your data where legally applicable;
- request restriction of processing;
- withdraw consent where processing relies on consent;
- lodge a complaint with the Information Commissioner's Office (ICO).

For further information, please refer to the Naturally Guided Nutrition Privacy Policy.

10. Working with Other Healthcare Professionals

With your agreement, I may recommend that you consult another suitably qualified healthcare professional if this would support your health goals.

Where appropriate, I may provide a referral letter or communicate with another healthcare professional with your consent.

11. Supplements and Functional Testing

Where appropriate, recommendations may include food supplements or functional laboratory testing. You are under no obligation to purchase supplements or laboratory tests through Naturally Guided Nutrition. Any recommendations are made based on your individual circumstances and professional judgement but cannot guarantee particular outcomes.

12. Recording Consultations

To protect the privacy of both parties, consultations may not be recorded in any format without the prior written agreement of both you and Naturally Guided Nutrition.

13. Limitation of Liability

Every reasonable effort is made to provide safe, evidence-informed nutritional therapy.

Naturally Guided Nutrition accepts no liability for:

- failure to disclose relevant medical information;
- failure to follow agreed recommendations;
- adverse reactions resulting from undisclosed medical conditions or medications;
- decisions made independently of professional advice;
- indirect or consequential losses arising from the use of my services.

Nothing in these Terms excludes liability where this cannot legally be excluded.

14. Third-Party Services

To operate my business I may use trusted third-party providers for services including appointment booking, secure storage of records, video consultations, website hosting, email communication and payment processing.

These providers have their own privacy policies and terms of use. Naturally Guided Nutrition is not responsible for their policies or practices.

15. Changes to These Terms

These Terms & Conditions may be updated from time to time. The latest version will always be available on my website. Continued use of my services following any updates constitutes acceptance of the revised Terms.

16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.