

PAYMENTS

1. Payments for one-to-one appointments with The Long-Haul Dietitian are following an emailed invoice sent on the same day as the booking is made unless other arrangements made. Terms of payment are included with the invoice.
2. Appointment Package 1 payments as made per point 1 above but follow up package payments such as for Package 2 or 3 can be made any time and used for one-to-one services within 12 months of payment. Once invoice for these packages is received, the terms for payment are included with the invoice.
3. Clients can pay by debit card, credit card, paypal or bank transfer (our bank transfer details are printed on the PDF invoice attached to the payment email). We offer all of these payment methods to our clients but prefer bank transfer wherever possible to reduce fees.

While we will always work with clients who may be having difficulty paying and look to find suitable terms, we reserve the right to claim interest and statutory compensation from the Client pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

We do not store your payment information and do not control and are not responsible for the Payment Processors or their collection or use of your information. You may find out more about how the Payment Processors store and use your Payment Information by accessing the Payment Processors' privacy policies at [Paypal](#).

REFUNDS

1. In accordance with Distance Selling Regulations, the Client has the right to cancel and obtain a full refund within 14 days of this Agreement being executed by both Parties but, in the event of refunds on individual appointments, only if the appointment has not taken place. For packages, partial refunds are available but please contact us via email to discuss. No refunds are available on Videos or similar online content so please ask for advice if unsure before purchasing.
2. Refund requests should be made in writing to refund@thelonghauldietitian.co.uk and any refund will be provided within 10 working days from the date of the request.
3. In the event that one or more appointment sessions have already taken place within the first 14 days following execution of this contract (contract begins when payment is made via either bank transfer or Paypal portal), the Client is still entitled to request a refund but the value of the appointment(s) that have already taken place, shall be deducted from the amount paid by the Client, along with any reasonable costs which have been incurred by the Long Haul

Dietitian. The value of any sessions which have been provided (or deemed provided due to late cancellation), will be determined pro-rata and may include any preparatory time completed by the Long-Haul Dietitian.

4. There is no obligation on the Long-Haul Dietitian to refund any amounts paid where cancellation requests are made following the 14-day cancellation period.

5. Should the Client wish to obtain a refund outside of the 14-day cancellation period they should set out their request in writing and send it to refund@thelonghauldietitian.co.uk

SCHEDULE 2: COMPLAINTS PROCEDURE

1. It is the intention of the Long-Haul Dietitian that the Client shall be entirely satisfied with the Services throughout the whole Engagement.
2. Should the Client at any time become unhappy with the services provided they should:
 - a. Set out the complaint, including any supporting evidence in writing, to complaints@thelonghauldietitian.co.uk
 - b. Set out any remediating action sought.
3. In response to the complaint, the Long-Haul Dietitian will:
 - a. Undertake an objective assessment of the complaint made, considering all the circumstances and the conduct of the parties throughout the Agreement to date; and
 - b. Confirm the outcome of the complaint, including the factors considered in reaching the outcome and stating whether the complaint is upheld or rejected.
4. If the Client is not satisfied with the response to the complaint, the Parties will discuss and attempt to agree other alternative solutions. We will always work to find the best solution but understand, there may be
5. Should it not be possible to resolve any dispute amicably between the Parties any matters arising from this Agreement shall be handled by an independent mediator, the costs of which will be shared 50:50 between the Parties.