



# TERMS & CONDITIONS

## PAYMENT

Please make payments via BACS in advance of your appointment.

## CANCELLATIONS

You are required to pay for sessions that are missed or cancelled with less than 24hrs notice. A 100% cancellation charge applies if appointments are cancelled with less than 24hrs notice. Non-attendance of an appointment will also be charged in full.

If you do need to cancel an appointment please let Vicki Powell know at the earliest convenience so we can reschedule your appointment. You can do this by emailing: [vicki@feedyourselfwell.co.uk](mailto:vicki@feedyourselfwell.co.uk)

If Vicki Powell cancels an appointment with less than 24hrs notice is provided, a 50% fee reduction for your next appointment will apply.

It is your responsibility to have a working internet connection for consultations via Skype, telephone and FaceTime. Full consultation charges will apply for scheduled sessions that are unable to connect. Phone consultations to a UK landline or mobile number are also available at no additional charge.

## CONFIDENTIALITY

The confidentiality of my clients is treated seriously at Feed Yourself Well. There are however, some limits and exceptions to confidentiality.

If Vicki Powell has serious concerns about your safety or the safety of another person, our confidentiality policy may be adjusted.

In your Pre-questionnaire you will be asked to provide your GP's contact details, as someone I may contact. Feed Yourself Well keeps a record of your name, contact details and dates and times of appointments. Vicki Powell is required to keep brief notes about the focus of your work, which are kept securely. Any reports produced by Vicki Powell to evaluate the service contain anonymised data and will not contain any identifying information of clients. Please refer to my [Privacy Policy](#) for more details.

## COMPLAINTS & CONCERNS

If have any concerns or problems with the service provided, please raise these with Vicki Powell by emailing [vicki@feedyourself.co.uk](mailto:vicki@feedyourself.co.uk) who will support you to find a resolution.



## SCOPE OF PRACTICE

Vicki Powell at Feed Yourself Well practices in accordance with the British Association for Nutrition and Lifestyle Medicine (BANT) and the Complementary and Natural Healthcare Council (CNHC). She is a registered member of both organisations.

Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. Nutritional therapy practitioners use 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. This approach allows us to work with individuals to address nutritional balance and help support the body towards maintaining health.

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. Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach.

I will never recommend nutritional therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to a medical professional. I will also frequently work alongside a medical professional and communicate with other healthcare professionals involved in a client's care to explain any nutritional therapy programme that has been provided.

## I REQUEST THAT MY CLIENTS NOTE THE FOLLOWING

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.

Nutritional therapists are not permitted to diagnose, or claim to treat, medical conditions.

Nutritional advice is not a substitute for professional medical advice and/or treatment.

Vicki Powell 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.

This document only covers the practice of nutritional therapy within this consultation, and your Nutritional Therapist will make it clear if he or she intends to step outside this boundary by referring you to other specialist consultants.

## THE CLIENT UNDERSTANDS AND AGREES TO THE FOLLOWING

I am responsible for contacting my GP about any health concerns.

I give permission for you to contact my GP regarding any agreed aspects of my case.



If I am receiving treatment from my GP, or any other medical provider, I should tell him/her about any nutritional strategy provided by my Nutritional Therapist. This is necessary because of any possible reaction between medications and the nutritional programme.

It is important that I tell my Nutritional Therapist about any medical diagnosis, medication, herbal medicine, or food supplements, I am taking as this may affect the nutritional programme.

If I am unclear about the agreed nutritional therapy programme/food supplement doses/time period, I should contact my Nutritional Therapist promptly for clarification.

I must contact my Nutritional Therapist should I wish to continue any specified supplement programme for longer than the original agreed period, to avoid any potential adverse reactions.

I will complete a food diary as requested.

On occasions, Functional testing will be necessary before a Nutrition plan is given or during the course of our working relationship.

Recording consultations using any form of electronic media is not permitted without the written consent of both me and my Nutritional Therapist.