

## **Terms & Conditions**

This outlines the framework for my (Vicki Holtom) services at Aebwellness.

Please read and ask if there is anything you would like clarified. You will discuss and agree what support you want in your first session, and review the progress and focus of your work together as you go along.

It is confidential that you are a client of Aebwellness as well as what you discuss in your sessions. There are however, some limits and exceptions to confidentiality.

If I have serious concerns about your safety or the safety of another person, normal confidentiality may be lifted. You will be asked to provide your GP's contact details, as someone I may contact.

Aebwellness keeps a record of your name, contact details and dates and times of appointments on a password-protected database.

I am required to keep brief notes about the focus of our work. These are kept securely and are password protected. Any reports produced by Aebwellness to evaluate the service contain anonymised data and will not contain any identifying information of clients.

Please view Aebwellness Privacy Policy page for details on how I use the information I hold about you. I conform to GDPR.

## **Problems & Complaints**

If you are having a problem please raise concerns with me and I will support you in finding a resolution.

Aebwellness would like to contact you occasionally by email with promotional offers, information on upcoming events and activities, and newsletters. You can withdraw your consent to the above communications at any time by unsubscribing.

For online consultation it is your responsibility to have a working internet connection for all sessions. You will be charged for scheduled sessions if your consultant is waiting for your call, but you are unable to connect online.

## **Living Nutritional support**

Living Nutritional support is the science in the promotion of health, peak performance and individual care. I will assess and identify potential nutritional imbalances, identify the root cause and understand how these may contribute to an individual's symptoms and health concerns. This holistic approach allows me to work with individuals to address nutritional balance and help support the body towards maintaining health, address specific health concerns or challenges, and support overall health and wellbeing.

Living Nutrition and Reiki are recognised as complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health

and wellbeing. I consider each individual to be unique and recommend personalised nutrition and lifestyle programmes. I never recommend nutritional support or Reiki as a replacement for medical advice or treatment and always refer any client with 'red flag' signs or symptoms to their medical professional and advise to discuss any changes with their GP.

I request that the Client notes the following:

- The degree of benefit obtainable from Living Nutritional advice and Reiki may vary between clients with similar health problems and following a similar Nutritional programme or Reiki session.
- Nutritional advice/ Reiki sessions will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- Nutritional/ Reiki therapists are not permitted to diagnose, or claim to treat, medical conditions.
- Nutritional advice/ Reiki are not a substitute for professional medical advice and/or treatment.
- I may recommend food supplements and/or functional testing as part of your Nutritional protocol and may receive a commission on these products or services.
- This document only covers the practice of Nutritional Therapy within this consultation, and I will make it clear if I intend to step outside this boundary.

- 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 protocol/ Reiki sessions provided by my nutritional/ Reiki therapist. This is necessary because of any possible reaction between medication and the nutritional protocol.
- It is important that I tell my nutritional/ Reiki therapist about any medical diagnosis, medication, herbal medicine, or food supplements, I am taking as this may affect the nutritional protocol.
- 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.
- Recording consultations using any form of electronic media is not allowed without the written permission of both me and my Nutritional/ Reiki Therapist.

**Cancellation Policy:**

I employ a 48 hour notice cancellation policy for all appointments. Please can you notify me at least 48 hours before our appointment if you cannot make it otherwise this will result in a 100% charge of the consultation fee. If Aebwellness has to cancel an appointment with less than 48 hours' notice a sum of £20 will be paid to the client as a good will gesture.

**Lateness Policy:**

If the client is late for our appointment, the appointment will not be extended & will end at the appointed time.

**Non - attendance:**

In the event of non- attendance of arranged appointments, no refund is issued. However, in the event of extenuating circumstances, a rescheduling of appointment will be made at the discretion of Aebwellness.

**Fee charging policy:**

All payments to be made in full via approved payment methods.

\*All fees paid are non-refundable.

**Agreement termination policy:**

Aebwellness reserves the right to terminate any services for any breaches or non-compliance of the terms and conditions of this agreement.

I have read and understood the terms and conditions listed above and agree to comply with them. I accept that any breach of these terms and conditions may result in termination of the agreement between the client and Aebwellness.

By booking an Aebwellness session or using any of our services, you accept these terms in full. If you do not agree to these terms, please refrain from using our services. You must be over 16 to make a booking.

All prices are inclusive of VAT.