



Terms of Engagement

The Nutritional Therapy Descriptor

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

Hillary Carroll Nutritional Therapy requests that the client notes the following:

- The degree of benefit obtainable from Hillary Carroll Nutritional Therapy may vary between clients with similar health problems and following a similar 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.
- Your Nutritional Therapist 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.

The client understands and agrees to the following:

- I (the client) am responsible for contacting my GP about any health concerns.
- If I (the client) am receiving treatment from my GP, or any other medical provider, you should tell him/her about any nutritional strategy provided by a nutritional therapist. This is necessary because of any possible reaction between medication and the nutritional programme.
- It is important that you tell your nutritional therapist about any medical diagnosis, medication, herbal medicine, or food supplements you are taking as this may affect the nutritional programme.
- If you are unclear about the agreed nutritional therapy programme/food supplement doses/time period, you should contact your nutritional therapist promptly for clarification.
- I (the client) understand that the advice is personal to me and may not be appropriate for others.
- You must contact your nutritional therapist should you wish to continue any specified supplement programme for longer than the original agreed period, to avoid any potential adverse reactions.
- You are advised to report any concerns about Nutritional Therapy promptly to your nutritional therapist for discussion and action.
- Recording consultations using any form of electronic media is not allowed without the written permission of both the Nutritional Therapist and the Client.

Cancellation Policy

If you need to cancel or change an appointment, 48 hours' notice is required. If less than 48 hours' notice is given, the appointment will still be chargeable.

To get the most out of our time together, please arrive on time for appointments. If you are late, the session cannot be extended past the original slot.

Payment Methods

I currently accept cash, PayPal, BACs/ bank transfer and card payments. If paying by bank transfer, the details will be sent directly via email. **Consultation fees must be settled at the time of booking.**

Please note all packages paid for upfront are non-refundable and subject to a time limit in which they need to be used. All Health partnership Consultation bundles (3 session, 6 session, or 9 session bundles) are subject to a 12-month time limit from the date of purchase.

Support

I want you to feel fully supported on every step of your new health journey. It is common to have questions as we go through this process, and you are always welcome to email me with any questions or concerns you have. I will aim to get back to you within 48 hours. Depending upon the nature of the question(s) or concerns, you may be asked to book a follow-up consultation so we can investigate and discuss the matter more thoroughly.

Please be mindful that when not with clients I am running workshops, hosting corporate events, going to nutrition conferences and doing research. While I always endeavour to get back to you as quickly as possible, I want to make a friendly reminder that my response may not always be immediate. I thank you in advance for your understanding.

We understand the above and agree that our professional relationship will be based on the content of this document. We declare that all the information we share during this professional relationship is, to the best of our knowledge, true and correct.

Client Name (Print)		NT Name (Print)	
Signature		Signature	
Date (dd/mm/yyyy)		Date (dd/mm/yyyy)	

This document is confidential and a signed copy must be retained by both the Client and the Nutritional Therapist (NT)