



Health = Happiness

# Consultation Terms & Conditions



Upon confirmation of your appointment, you agree to the following terms:

We shall provide consultations on a session-by-session basis, unless a on an agreed programme. We will agree the date and time of the first session and any subsequent sessions by telephone, in person or by e-mail.

Consultation times, where it is possible, should be at a regular time, weekly. If you require greater flexibility, please advise your therapist.

Contact between sessions will be by phone, text or email on working days between the hours of 10.00am to 4.00pm

## Stopping a Consultation

We may stop a session at any time and not continue it if we consider that you are not following our reasonable instructions. If this happens, you will still be liable (at our discretion) to pay the fee for that session.

We may also stop a session if you are under the influence of alcohol or non-prescribed drugs when attending a session.

We retain the right to ask you to leave the premises if your behaviour is any way disrespectful, threatening or abusive

## Costs of Consultations and payment

The cost of an in person consultation is £95 per hour, online consultations are £80 per hour. A receipted invoice for each payment will be sent to you.

Fees are payable in advance 48 hours before the session and only full payment secures the booking.

Payment can be made by direct bank transfer. Details will be provided in advance of your first appointment

## If you are late for a consultation

You should arrive promptly for your appointment, and notify the therapist by text, phone or email as soon as possible if you are delayed. We will endeavour to make a full consultation available to you upon your arrival, however the ability to do this will depend on subsequent bookings on that day, and room availability, so a full consultation cannot be guaranteed, and the full consultation fee will apply. If you wish the consultation to overrun, and we agree, then you may be charged at our discretion for the extra time we spend in providing the Services.

Alison Dawkes Nutritional Therapist

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## If you cancel or do not turn up for a consultation

In the event you need to cancel or reschedule a consultation please provide at least **48 hours'** notice. If you have booked a consultation and you cancel with less than 48 hours' notice or do not turn up for the consultation, then you are liable to pay the cost of that consultation.

## If we cancel

On occasion, we may have to cancel a scheduled consultation and will give you as much notice as we can. If we have to cancel a scheduled consultation, we will book you another appointment as soon as reasonably possible.

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