

Terms of Engagement

1. A Nutrition Questionnaire will be sent to you after booking a consultation. Once completed, this must be arrive at Health in Nutrition at least 48 hrs before to your initial visit. If the questionnaire is not returned in due time, the consultation may be postponed.
2. Melanie Fryer's advice and guidance, including the supplement programme, will depend on the information provided in the questionnaire and during the consultation. No responsibility can be accepted in cases where diagnosed medical conditions have been omitted or medication details have not been fully disclosed initially or when changed by your doctor whilst following your nutritional programme. Likewise, it is your responsibility to keep your doctor up to date about the nutritional strategy you have been provided with.
3. Melanie Fryer's recommendations are intended neither to diagnose or to treat any diagnosed medical condition(s). Nutritional advice is not a substitute for professional medical advice and/or treatment. The aim of nutritional intervention is to facilitate the body's own biochemical re-balancing and self-healing in an attempt to alleviate distressing symptoms.
4. You will be involved in the decision-making process regarding the best treatment options for you. After your initial consultation, you will be sent a treatment programme, including dietary recommendations & nutritional supplements to meet your needs and lifestyle.
5. Whilst the benefit achievable from nutritional therapy varies between individuals, the success of the treatment will depend on your compliance with the advice provided. No responsibility can be accepted in the case of non-compliance, altering of recommendations by a third party or if the supplement programme is continued beyond the period of time specified at the time of receiving the nutritional guidance.
6. Fees for each visit will be payable at the end of each consultation.
7. In the event of extensive medical history details being provided either before or during the consultation (i.e. over and above the scope of the questionnaire), Melanie Fryer reserves the right to make an additional charge (for the time spent pro rata) over the standard consultation fees provided.
8. One telephone call of up to 15 minutes duration or one e-mail about your treatment or progress is free during the first 4 weeks after an initial consultation. Subsequent calls and e-mails may be chargeable pro rata for the time spent.
9. Biochemical tests may sometimes be helpful. You may be advised to undergo some tests at your home, through your GP or at a given laboratory. The prices of the tests vary and are not included in the consultation fees. Payment for tests must be made at the time of purchasing/ordering the tests. Tests that have been arranged and paid for may be cancelled within 14 days. To cancel, give written notice and return the home test kits unopened. Money will be refunded less 15% administration charge.
10. Any supplements recommended can be ordered by Health in Nutrition and dispatched directly to you within 2 working days. They will be supplied at the retail prices plus p&p. Melanie Fryer has no underlying business interest in any specific manufacturer or supplier.
11. Cancellations of consultations must be made at least 24 hours (or 1 business day) prior to the time of the consultation, or 50% of the consultation fee will be charged.
12. By signing the declaration at the end of the Nutrition Questionnaire you indicate that you understand and agree to be bound by the above Terms & Conditions.

Data Protection

In order to be able to assess and advise you a Questionnaire must be completed. This and other information gathered during our discussions is recorded in writing. Such information includes personal data relating to your health record and brief details of your family unit. Health in Nutrition will need to process and hold this information on file for future reference. We can confirm that we take every measure to keep such information secure. Our policy is not to disclose it to any third party without your written consent. We use other (non-medical) personal information provided by you (or your parent or guardian if under 18 years) for the purposes of administration only. Returning this form duly signed constitutes your express consent to the processing of such data.

I understand the above, and agree that our professional relationship will be based on the content of this document.

Signed by client: Date.....

Signed by nutritional therapist:.....Date.....
Melanie Fryer BA(Hons) DipION

(One signed copy of the above is kept by both parties).



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