

TERMS AND CONDITIONS AND CONSENT FORM

Please read the following terms and conditions. The next page contains a consent form - please tick as appropriate, then sign to acknowledge you've accepted the terms and conditions outlined on this page

Please note: this must be signed before we can proceed with your first consultation

1. Terms of engagement

1.1 You are engaging us to provide the services as specified at the time of placing the order and confirmed in our email to you.

1.2 These Terms will become binding on you and us and a Contract will come into effect between you and us only upon our written acceptance of the order issued to you by email or when we contact you to tell you that we are able to provide the services or products to you. We are not bound by the order unless we accept it in writing.

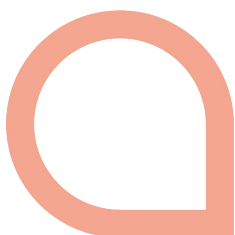
1.3 If there is any conflict between these Terms and any term of the order, the order will take priority.

2. Provision of Services

2.1 We will supply the services to you from the date set out in the order OR the date agreed between us in writing.

2.2 We may need certain information from you that is necessary for us to provide the services, for example, our health questionnaire. If you do not, after being asked by us, provide us with this information, or you provide us with incomplete or incorrect information, we may suspend the services by giving you written notice. We will not be liable for any delay or non-performance where you have not provided this information to us after we have asked. If we suspend the services under this clause 2.2, you do not have to pay for the services while they are suspended, but this does not affect your obligation to pay any invoices we have already sent you.

2.3 If you do not pay us for the services when you are supposed to, we may suspend the services



with immediate effect until you have paid us the outstanding amounts (except where you validly dispute an invoice). We will contact you to tell you this. This does not affect our right to charge you interest.

3. Price and payment

3.1 Prices of the services are specified on our introductory email . We may change our prices any time, but that will not affect the prices for confirmed orders.

3.2 Payment for services is to be made in advance as agreed in writing between us.

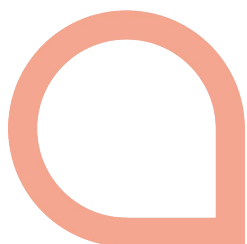
4. Cancellation

4.1 Before we begin to provide the services, you have the following rights to cancel our services:

a/ you may cancel any order for Services at any time before the start date for the services by emailing hannah@Hhopenutrition.com. We will confirm your cancellation in writing to you;

b/ if you cancel an Order under clause 4.1 (a) and you have made any payment in advance for services that have not been provided to you, we will refund these amounts to you;

c/ however, if you cancel an order for services and we have already started work on your order by that time, you will pay us any costs we reasonably incurred in starting to fulfil the order, and this charge will be deducted from any refund that is due to you or, if no refund is due to you, invoiced to you. We will tell you what these costs are when you contact us. However, where you have cancelled an order because of our failure to comply with these Terms (except where we have been affected by an Event Outside Our Control), you do not have to make any payment to us.



4.2 If the Contract is of an indefinite duration, once we have begun to provide the services to you, you may cancel the contract for services with immediate effect by giving us written notice if:

a/ we break this contract in any material way and we do not correct or fix the situation within 28 days of you asking us to in writing;

b/ we go into liquidation or a receiver or an administrator is appointed over our assets;

c/ we change these Terms under to your material disadvantage;

d/ we are affected by an event outside our control.

5. Confidential information

5.1 We acknowledge that in the course of providing the Services we will have access to Confidential Information.

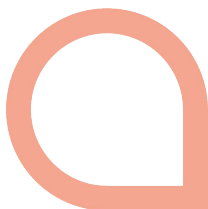
5.2 We agree not to (except in the proper course of our duties) use or disclose to any third party any Confidential Information. This restriction does not apply to any use or disclosure which we in our absolute discretion consider necessary or advisable in order to prevent illegal acts or harm to you or to others.

6. Data protection

Consent is needed by you before we can use your information to support your healthcare. Please tick the appropriate boxes to confirm your consent near the signature page.

6.1 You acknowledge and agree that your personal data will be processed by and on behalf of us as part of us providing you with the Services.

6.2 We may share your sensitive information with third parties to support your ongoing healthcare. If we do not receive this consent from you, we will not be able to coordinate your healthcare with that provided by other providers which means the healthcare provided by us



may be less effective.

You can withdraw your consent to the above at any time by emailing hannah@HHopenutrition.com

Marketing and information

By ticking the box on the last page, you are granting Hannah Hope Nutrition permission to send you useful resources like emails, articles, free training's and special offers about our products and services.

You can withdraw your consent to the above communications at any time by clicking on the unsubscribe link at the bottom of every email.

Case Histories

We seek to continuously improve our practice through professional development, a key part of which is sharing case histories with our peers through clinical supervision, online forums and discussion groups. Your name, address and contact details will never be shared.

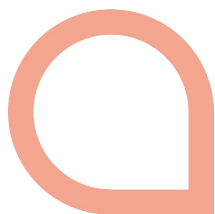
If you are happy for us to use your data for this purpose, please tick the box on the last page. All data is processed in accordance with our Privacy Policy:

7. Intellectual Property

7.1 You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials that we use in the Sessions.

7.2 You may not without our prior written consent make any audio or visual recordings of all or any part of your Sessions.

8. Limitation on Liability

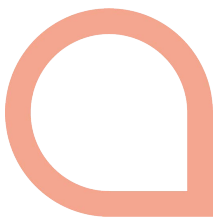


8.1 Nothing in this clause 8 shall limit our liability for death or personal injury caused by our negligence or for our fraud or fraudulent misrepresentation or for any matter for which liability cannot be legally excluded or limited.

8.2 You expressly assume all risks of taking part in the sessions, including but not limited to the risks of trying new foods, supplements and making lifestyle changes.

8.3 Due to the nature of coaching, we do not guarantee any particular results. The degree of benefit obtainable from the programme may vary between clients with similar health problems and following a similar health programme. As with any endeavour, success is dependent on many factors, most notably your personal motivation, commitment and openness to following the programme.

8.4 We shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of corruption of data or information or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses suffered or incurred by you as a result of you entering into this agreement and us providing the Services.



*Once you have read and agreed to all of the terms and conditions, please tick the consent boxes and sign below.
Keep a copy for your records.*

Data Protection Consent

- I consent to my sensitive information being shared with other healthcare providers as necessary
- I consent to my sensitive information being shared with my GP if appropriate
- I consent to receiving email communications from Happy Hormones for Life about but not limited to articles, free trainings and special offers. You can withdraw your consent to the above communications at any time by clicking on the unsubscribe link at the bottom of every email
- I consent to my data being used for the purpose of professional development (e.g. Case Studies). Data will be anonymous, your name and details will not be used

You can withdraw your consent to the above at any time by emailing hannah@Hhopenutrition.com

All data is processed in accordance with our Privacy Policy

Client

By signing below, I agree to all of the terms and conditions outlined above

X

Print Name: **Date:**

Practitioner

X

Print Name: **Date:**



IMPORTANT DISCLAIMER: *should you decide to use some or all of our terms of business within your own business, please note that we are not liable in any way for any subsequent legal issues or other ramifications ensuing from it. Please seek your own legal advice before engaging any terms of business*

