Best Start Nutrition’s Terms & Conditions

**Our contact details**

Name: Best Start Nutrition

E-mail: [Shannon.Quigley@beststartnutrition.co.uk](mailto:Shannon.Quigley@beststartnutrition.co.uk)

Terms & Conditions updated: 28/04/2023

**Payments;**

All payments should be made prior to any services being offered or received.  Once payment is received Best Start Nutrition will confirm the appointment.

**Cancellations & Rescheduling;**

You are required to pay for sessions, which are missed or cancelled, with less than 48 hours’ notice. However, if you do need to cancel an appointment, please let your practitioner or our admin team know with at least 48 hours’ notice. You can do this by emailing [Shannon.Quigley@beststartnutrition.co.uk](mailto:Shannon.Quigley@beststartnutrition.co.uk)

​ **Information Handling;**

Best Start Nutrition keeps a record of your name, contact details and dates and times of appointments on a password-protected database. Your consultant is required to keep notes about the focus of your work. These are kept securely and are password protected. Any reports produced by Best Start Nutrition to evaluate the service contain anonymised data and will not contain any identifying information.

Best Start Nutrition can provide a letter detailing your child’s appointment for you General Practitioner or Health Visitor. Please discuss this with your consultant during your appointment. Your consultant will ask you for shared consent.

**Confidentiality;**

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

If your consultant has 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 they may contact.

**Problems & Complaints;**

If you wish to raise a complaint please contact [Shannon.Quigley@Beststartnutrition.co.uk](mailto:Shannon.Quigley@Beststartnutrition.co.uk)

**Consultations;**

All our consultations are virtual and we now do not offer face to face services. It is your responsibility to have a working internet connection for all Zoom calls. You will be charged in full for scheduled sessions if your consultant is waiting for your call, but you are unable to connect online. We will call you for any phone sessions to a UK landline or mobile number.

The Registered Dietitian (RD) requests that the Client notes the following -

* The degree of benefit obtainable from the RD may vary between clients with similar health problems and implementing similar dietary changes.
* Nutritional advice will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
* Nutrition advice is not a substitute for professional medical advice and/or treatment.

 The Client understands and agrees to the following -

* I am responsible for contacting my GP about any health concerns regarding my child.
* I give permission for you to contact my child’s GP regarding any agreed aspects of the consultation.
* If my child is receiving treatment from their GP, or any other medical provider, I should tell him/her about any nutritional advice provided by the RD.
* It is important that I tell the RD, about any medical diagnosis, medication, herbal medicine, or food supplements, my child is taking as this may affect the nutritional advice.
* Recording consultations using any form of electronic media is not allowed without the written permission of both me and the RD.