

Policy

Introduction: Welcome to Lifespan Nutrition. Our mission is to provide support for healthy eating and lifestyle choices. Please read this disclaimer carefully before using our services. By booking a session with us, you agree to the terms and conditions outlined below.

Nature of Service: Lifespan Nutrition offers guidance on healthy eating and lifestyle practices. Our services are educational and supportive in nature and are not intended to replace medical advice or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

Client Responsibility: As a client, you acknowledge that you are responsible for managing your own health conditions. Lifespan Nutrition does not diagnose, treat, or cure any medical conditions. It is your responsibility to consult with a medical specialist to address any health issues.

Data Collection and Storage: All client's data will be collected and stored using the Practice Better platform, which adheres to GDPR regulations. We take your privacy seriously and ensure that all data collection and storage practices comply with the GDPR.

Privacy and Data Protection: Lifespan Nutrition is committed to protecting your privacy. Personal data collected during our services will be used solely for the purpose of providing effective counselling and will not be shared with third parties without your explicit consent.

Cancellation policy

Missed Appointment Policy

Our goal is to provide quality health sessions to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only provider, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other client. In order to be respectful of your fellow clients, please call Katerina Gordanian as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call/rebook at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another access to that appointment time.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a client misses an appointment without cancelling. Considering, that most services purchased as a package (4-5 sessions), we won't be able to provide a refund for missed session. Client will be required to purchase an additional follow up session.

Example: If purchased a 5-session package, you will receive a 1-hour intake session and 4 follow-up sessions. If you miss one of your follow-up sessions or provide a short notice, that session will not be rescheduled or refunded. As a result, you will receive a total of 3 follow-up sessions.

Please note, for new clients' first appointments, a no show or late cancellation will result in a full charge of the new patient fee (£150).

Contact Information: If you have any questions or concerns about this policy or our services, please contact us at k.gordanian@lifespannutrition.co.uk.