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Practice Terms & Conditions

What We Provide

We (Elisabeth Carlsson) provide nutritional therapy services to clients to improve their health through diet and lifestyle interventions. We focus on preventative healthcare, the optimisation of physical and mental health and chronic health conditions. Through consultations, dietary and lifestyle analysis and biochemical testing, we aim to understand the underlying causes of your health issues which we will seek to address through personalised dietary therapy, nutraceutical prescription (supplements) and lifestyle advice. We pull on various practices during consultations including nutritional therapy, naturopathy and life style practices.

Functional Tests & Supplements

During your consultation or prior to your consultation we may recommend private functional testing (outside of that offered by the GP), using biological samples and tests to help to determine a possible cause for your symptoms. The cost for this is not included in the our pricing and will be an additional charge. The tests are typically ordered via us and charged at the standard RRP via invoice to the client on immediate payment terms. Testing can take up to two working weeks to complete once the sample has been sent off and will not be ordered until the payment for the given test has been complete. Due to the nature of the item, once a test has been ordered, it cannot be refunded. Although we typically run functional testing prior to the initial consultation, you are not obligated to take any test if you do not wish to. Please note that any tests must be taken alongside a consultation package.

In addition to diet and lifestyle recommendations, we may recommend supplements (nutraceuticals) based on your specific case. The cost for any supplements is not included in the consultation pricing. These may be ordered by us or you will be directed to the appropriate website or location for purchase. Any relevant discount codes if applicable will be provided. A small amount of commission is taken by us in any supplements purchased with the discount – this charge helps to cover the time taken to research the supplement and check for any contraindications or

interactions relevant to the individual. Please note that purchasing and taking supplements is optional and will not always be recommended.

Appointments

We operate predominantly online consultation services via various platforms. If you book an online consultation it is your responsibility to have a working internet connection. Your link for the consultation will be sent before the consultation. If the internet connection fails for any reason, the rest of the consultation will be carried out via the telephone. Please expect a response time on emails of up to 48 hours, although we will endeavour to get back to you sooner. The only reason for more extended delays in response time would be to do with annual leave or extenuating circumstances. Recording consultations using any form of electronic media is not permitted for either party without the written permission by both the practitioner and you the client.

Support Structure Between Consultations

We provide email support between consultations. This is predominantly for small questions and queries. Anything that involves a long list of questions or sharing a significant amount of personal information should be reserved for consultations. Please expect a response time on emails of up to 48 hours. The only reason for more extended delays in response time would be to do with annual leave or extenuating circumstances.

Payment

Full payment is required at the time of receiving your invoice. Testing kits cannot be ordered without payment. The consultation will not be conducted without prior payment. If you have any queries regarding payment, please contact elisabethcarlssonnutrition@gmail.com

Cancellation Policy

Our goal is to provide quality care to all clients. When you book an appointment, you are holding a space in our calendar that is no longer available to other clients. In order to be respectful and fair to others, please cancel as soon as you know you cannot make your appointment.

You may cancel your initial appointment up to 24 hours in advance for a full consultation refund or to reschedule the appointment at no additional cost. Cancellations made less than 24 hours in advance will not be eligible for a refund.