

HELENA ZOFIA NUTRITION

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Helena Zofia Nutrition Terms of Engagement

Please read the information below carefully. By proceeding with my services, you confirm that you understand and agree to these terms. They're here to protect both of us and ensure we can work together safely and effectively.

Scope of Support

I offer personalised nutrition and lifestyle advice, based on the information you share. My services are not a substitute for medical advice or treatment, and I will always refer you to a healthcare professional if anything falls outside my scope.

Nutritional guidance is designed to support your wellbeing alongside any existing medical care. I do not diagnose medical conditions or offer medical treatment.

Your Responsibility

You are responsible for being honest and accurate with the information you provide, including any health conditions, medications, or changes in your circumstances. This ensures my advice is relevant and safe.

The success of your plan depends on open communication and your commitment to making changes.

Payment Terms

The total fee for your chosen service will be confirmed in writing before we start. Payment can be made in full before the first session or, if agreed, in instalments.

The first payment must be received before services commence. Instalments must be paid by the agreed dates; missed payments may result in suspension of services.

Cancellations & Rescheduling

If you need to reschedule a session, please provide at least 48 hours' notice. Sessions cancelled with less notice may be forfeited. Refunds are at my discretion and will be handled on a case-by-case basis.

Confidentiality & Data

All personal information will be kept confidential and stored securely in line with UK data protection laws. Your details will never be shared without your consent, except where required by law. Please note that electronic communications may carry some risk.

Materials & Resources

Any handouts, guides, or resources provided are for your personal use only. These materials are my intellectual property and may not be shared or copied without permission.

Results Disclaimer

Nutrition is not a quick fix. Results vary depending on your goals, health status, and how consistently you implement changes. While I will support you with evidence-based, realistic guidance, outcomes depend on a range of factors, including your health status and your consistency in applying the advice.

Complaints

If you have a concern about my service, please refer to my Complaints Policy.