

# **Flourish Nourish Healthy Living Privacy Policy**

## **Terms and Conditions**

Please note, by agreeing to these terms and Conditions, you are doing so for every appointment hereafter.

## **Scheduling and Appointment**

Out of respect to you and other clients, please arrive 5 minutes prior to your session or be ready to take my call. Each session will conclude after the set time allocated when booking.

It is your responsibility to ensure that your phone and internet connections are strong if you've booked in for an online session. Catherine will initiate all calls using the contact details that you provided. Any changes to contact details must be made within 24 hours of your session.

In the event that Catherine cannot attend the session, it will be rescheduled through discussion with you.

If you need to reschedule or cancel, you must do so no less than 24 hours in advance. If you reschedule

or cancel on the day before your session, you will be charged 50% of your session fee.

If you cancel on the day of your session, do not show or fail to answer your phone or Zoom call, you will be charged 100% of your session fee.

You understand that the cost of the session/s you have booked are indicated online and if not already paid prior to your session, the remaining fees will be taken from your account at the end of your appointment or at the end of the same business day using the details you have provided. The same process applies, and funds will be taken from your nominated account if you miss, cancel, or reschedule your appointment with less than 24 hours notice.

You understand that Catherine's role as a Health Coach is not to prescribe or provide health care or medical services. Rather, Catherine Xerri is a mentor and a guide who has been trained in health coaching to help you reach your own health goals by assisting you to implement positive, sustainable lifestyle changes. You understand that Catherine Xerri is not acting in the capacity of a doctor, licensed dietician or nutritionist, psychologist or any other registered professional, and any advice she provides is not meant to take the place of advice given by these

professionals. If you are in the care of a health care professional or currently using prescription medications, you should discuss any changes with your doctor, and should not discontinue any prescription medication.

## **Personal Responsibility**

You acknowledge that you take full responsibility for your life and wellbeing, as well as the lives and wellbeing of others. Catherine Xerri shall not be held responsible and shall remain blameless for any adverse or other consequences, including but not limited to financial, personal, employment, or other losses arising out of decisions or actions the client may make as a result of the services provided by Flourish Nourish Healthy Living. Catherine Xerri cannot be held liable for any advice, suggestions, recommendations or guidance that she provides during your work together. Whilst Catherine Xerri is committed to working with you, results are not guaranteed, and in the unlikely event of any dispute arising, Catherine Xerri's liability is limited to the fees paid. In no event, shall Catherine Xerri of Flourish Nourish Healthy Living be liable to the client for any

damages of any kind in connection with this agreement.