



Terms and Conditions

Becoming Ageless Nutritional Therapy, Mindset and Lifestyle
info@becoming-ageless.com · www.becoming-ageless.com

Effective date: 04/08/2026 Version: 1.0

1. About these terms

These Terms and Conditions ("Terms") set out the basis on which Becoming Ageless ("we", "us", "our") provides Nutritional therapy services to you ("you", "the client"). By booking a consultation, paying a fee, or otherwise engaging our services, you confirm that you have read, understood and agree to these Terms.

Please read them carefully. If there is anything you do not understand or agree with, contact us before booking.

Practitioner details: Lorraine Witt - Dip NT (CNM), Cert. Ed.

2. The nature of nutritional therapy

Nutritional therapy is a complementary approach that uses food, nutrition and lifestyle interventions to support health and wellbeing. It is not a form of medical treatment.

You acknowledge and agree that:

- Nutritional therapy is **not a substitute for medical advice, diagnosis or treatment**, and does not replace the care of your GP, consultant or other registered healthcare professional.
- We **do not diagnose, treat or cure** any disease, illness or medical condition, and we make no claims to do so.
- We will never advise you to stop, start, reduce or alter any prescribed medication. Any changes to medication must be discussed with, and agreed by, your prescribing doctor.
- Nutritional therapy works with your individual circumstances, and **outcomes cannot be guaranteed**. Results vary between individuals and depend heavily on your engagement with the recommendations made.
- If, at any point, we believe your needs fall outside our scope of practice, we will tell you and, where appropriate, recommend that you consult your GP or another suitable professional. We may decline to continue working with you where it would not be in your interests for us to do so.

If you are experiencing a medical emergency, contact 999 or NHS 111. Do not wait for a scheduled appointment.

3. Your responsibilities

To allow us to work safely and effectively with you, you agree to:

- Provide full, accurate and honest information about your health history, symptoms, diagnoses, medications, supplements, allergies and lifestyle, both before and during our work together.
- Tell us promptly of any changes to your health, medication or circumstances during the period we are working together.
- Tell us if you are pregnant, breastfeeding, or trying to conceive.
- Consult your GP or specialist where we recommend that you do so, and before making significant dietary changes if you have a diagnosed medical condition or take prescribed medication.
- Take responsibility for your own decisions about whether and how to follow any recommendations we make. All recommendations are advisory; the choice to act on them is yours.

We rely on the information you give us. We cannot be held responsible for recommendations that prove unsuitable because information was withheld, inaccurate or not updated.

4. Booking and appointments

- Appointments may be booked via our email (info@becoming-ageless.com) or by telephoning 07398 461887 and would need to be paid in full ahead of your appointment to secure your appointment.
 - Consultations are delivered either in person at address to be confirmed dependent on client's location/ online via Zoom, as agreed at the time of booking.
 - For online consultations, you are responsible for ensuring you have a suitable internet connection, device and a private space. We cannot be held responsible for technical failures at your end. Where a session is disrupted by technical problems at our end, we will offer to reschedule or complete the session at no additional cost.
 - Please arrive, or log in, promptly. Where you are late, the session will still end at the scheduled time, and the full fee remains payable.
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5. Fees and payment

- Our current fees are set out on our website – www.becoming-ageless.com and will be confirmed to you at the time of booking.
- Fees for consultations or programmes are payable in full in advance at the time of booking via a bank transfer in order to secure your appointment date/time.

- We reserve the right to change our fees at any time. Any change will not affect appointments or packages already booked and paid for.
 - Fees do not include the cost of supplements, laboratory tests or third-party products unless the tests are part of an enhanced consultation booked as outlined on our website, such as the Restore or Transform consultations.
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6. Cancellations, rescheduling and missed appointments

Cancellation by you:

- If you need to cancel or reschedule, please give us at least **48 hours** notice.
- Where **48 hours** or more notice is given, we will reschedule your appointment or issue a full refund of that session's fee.
- Where less than **48 hours** notice is given, or you do not attend, **the full fee** will be charged and is non-refundable.
- We understand that emergencies happen. We may waive a late cancellation fee at our discretion in genuinely exceptional circumstances.

Cancellation by us:

- If we need to cancel or reschedule, we will give you as much notice as reasonably possible and will offer you an alternative appointment or a full refund of any fee paid for that session.
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7. Your legal right to cancel (distance and off-premises contracts)

Where you book with us online, by telephone, by email, or otherwise without meeting us face to face, you have the right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel within **14 days** of entering into the contract, and to receive a full refund.

If you ask us to begin providing services within that 14-day period, and you then cancel, you must pay for the services provided up to the point of cancellation, in proportion to the full contract price.

Once the services have been fully performed within the 14-day period at your express request, you lose the right to cancel.

To cancel, please tell us clearly in writing at **info@becoming-ageless.com**.

This section does not affect the cancellation arrangements in section 6, which apply once the 14-day period has passed.

8. Supplements, tests and third-party products

- Where we recommend nutritional supplements, these are recommendations only, made in good faith on the basis of the information available to us. You are free to decline them.
 - Supplements are **not medicines** and are not intended to diagnose, treat, cure or prevent any disease.
 - Where supplements are purchased from a third-party supplier, your contract for those goods is with that supplier and their terms apply. We are not responsible for product quality, delivery, availability or pricing.
 - Where we recommend functional or laboratory testing, this is optional unless part of the enhanced consultation plans such as Restore and Transform Programmes.
 - Tests are carried out by independent laboratories under their own terms and conditions. We are not responsible for the accuracy, timeliness or interpretation limits of third-party testing, though we will interpret results for you to the best of our professional ability.
 - Test results are not a medical diagnosis. Where results suggest a matter requiring medical attention, we will advise you to consult your GP.
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9. Support between appointments

Brief clarification questions by email are included between scheduled appointments and will normally be answered within 2 working days. Support between appointments does not extend to new health concerns, detailed reviews or additional recommendations, which require a booked follow-up consultation. We do not offer an emergency or out-of-hours service.

10. Confidentiality and data protection

We treat all information you share with us as confidential.

- Please refer to our Data Protection Policy on our website
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11. Recording of sessions

Neither party may record a consultation, by audio, video or otherwise, without the prior written consent of the other. Where recording is agreed, it is for personal use only and may not be shared or published.

12. Liability

- We will carry out our services with reasonable care and skill, as required by the Consumer Rights Act 2015.
 - We hold professional indemnity and public liability insurance through Balens.
 - **Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be limited or excluded.**
 - Subject to the above, we are not liable for any loss or damage arising from: information you have withheld or given inaccurately; your failure to follow recommendations, or to seek medical advice where advised to do so; the acts or omissions of third parties, including suppliers and laboratories; or your decision to alter prescribed medication without medical supervision.
 - Subject to the above, our total liability to you in connection with our services is limited to the total fees you have paid to us in the **12 months** preceding the event giving rise to the claim.
 - We are not liable for business losses. Our services are supplied to you for personal use.
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13. Professional standards and complaints

If you are unhappy with any aspect of our service, please tell us first — most matters can be resolved quickly and informally. Contact us at info@becoming-ageless.com and we will acknowledge your complaint within 2 working days and aim to respond fully within 5 working days.

14. Ending our work together

We may decline to begin, or choose to end, a working relationship where:

- we believe your needs are better met by another professional, or fall outside our scope of practice;
- you are abusive, threatening or discriminatory towards us;
- you repeatedly miss appointments or fail to pay fees when due; or
- continuing would place either of us at risk.

Where we end the relationship, we will refund any fees paid for services not yet provided.

You may end our work together at any time by telling us in writing, subject to sections 6 and 7 above.

15. Changes to these terms

We may update these Terms from time to time. The version in force at the time of your booking is the version that applies to that booking. The current version is always available at www.becoming-ageless.com/policies

16. General

- If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions continue in force.
 - A delay in enforcing any part of these Terms does not amount to a waiver of our rights.
 - These Terms are between you and us. No other person has any rights to enforce them.
 - Nothing in these Terms affects your statutory rights as a consumer.
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17. Governing law

These Terms are governed by the law of England and Wales, and any dispute will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

Contact: Becoming Ageless – info@becoming-ageless.com/www.becoming-ageless.com