



EVAN LYNCH NUTRITION
REGISTERED DIETITIAN & SPORTS NUTRITION SPECIALIST

Customer terms & conditions

- 1) Upon signing up you are referred to as a client of Evan Lynch Nutrition Ltd.
- 2) Upon signing up to the Tier 1, 2 or 3 coaching program you agree to a minimum membership period of 3 months, or 3 payment installments.
- 3) Although advertised as covered by health insurance, it is not guaranteed that this will be the case, you are required to do due diligence in advance to make sure your healthcare insurance reimburses for dietetic services
- 4) In cases where a member of the team at Evan Lynch Nutrition Ltd. has concerns for your safety, your GP will be contacted, your permission will be asked in advance but in grave circumstances we reserve the right to use our clinical judgement and duty of care as to when it is pertinent to notify your GP or next of kin as to a potential risk to your health.
- 5) On signing up to a program, you agree to the services outlined below:
Tier 1: One session in a 4 week period with text/email support and access to resources as required for a minimum of 3 sessions
Tier 2: Two session in a 4 week period with text/email support and access to resources as required for a minimum of 6 sessions
Tier 3: One session per week with text/email support and access to resources as required for a minimum of 12 sessions
- 6) Although we will do all that is in our clinical remit at Evan Lynch Nutrition, we cannot guarantee results, results and outcomes are contingent on the client taking on board advice, implementing it and having a certain degree of ownership and responsibility towards the program. All efforts are made to ensure results and expectations are met.
- 7) Failure to meet your goals is not grounds for a refund, upon signing up you agree to this term and you also agree that you are not entitled to a refund if the advice given is in conflict with your personal beliefs or past experiences. At Evan Lynch Nutrition Ltd. we use evidence based guidelines and clinical experience to guide clients towards their goals. You are not entitled to a refund for sessions that have taken place, as clinician time involvement is non reimbursable.
- 8) In certain circumstances (personal illness, tragedy, emergencies) clients will have the option to pause their program, however, the minimum commitments as outlined above will still apply.
- 9) It is the client's responsibility to discuss bookings and sessions with their coach in a timely manner, failure to attend a session (classified as being 15mins or more late) without a minimum of 24hrs notice will count as a did not attend (DNA), this will count as a session under your plan and you will not have the option to reschedule. If a client DNA's 3 times, Evan Lynch Nutrition reserves the right to refuse services to the client and the client will still be liable for the minimum 3 payment period commitment.
- 10) In the case of online consultations, 24hrs notice at least is required to cancel a booking, failure to notify makes the client liable for the consultation fees.
- 11) There is a no-refund policy for the consultation clinic.