



Eat Drink Live Well Clinic LLP

Eat Drink Live Well Clinic Terms of Business

This document should be read in conjunction with the Eat Drink Live Well Clinic Consents and Waivers Agreement

The Eat Drink Live Well Clinic

Hours of Business

Normal Eat Drink Live Well Clinic working hours are Monday to Friday 9.00am-4pm. Exceptions to these hours will be included in Practice Better and Email Out of Office Notifications.

Clinic Locations

Eat Drink Live Well Clinic Consultations are conducted via our Virtual Clinic using Web Conferencing, Telephone (for Discovery or Review Consultations) or via our Face to Face Clinic locations in Sevenoaks and London.

Clinic Appointments

Consultation appointments can be scheduled via our website <http://www.eatdrinklivewell.com> or via your direct booking links in email correspondence.

Consultation appointment confirmations will be emailed to you and a reminder sent prior to your appointment.

Please note that if you need to cancel or reschedule your consultation 24 hours notice is required to avoid incurring a cancellation fee. Please see below for our Payment and Cancellation Policy.

Virtual Clinic Consultations are conducted on video via a web conferencing platform such as Zoom. Details of how to join your consultation will be sent to you prior to your consultation; you will require access to a computer, tablet or mobile device with a WIFI connection at the time of your consultation.

Consultations are deemed to start and finish at your allotted consultation times; please aim to arrive at your Virtual or Face to Face Clinic Consultation promptly. Consultations started late due to late arrival from the client will still end at the pre-agreed end of consultation time.

Clinic Contact

To contact the Eat Drink Live Well Clinic please use your Practice Better Online Client Portal or the individual email address provided by your Eat Drink Live Well Nutritional Therapist. Alternatively email support@eatdrinklivewell.com for general queries.

Clinic Response Times

We aim to respond to client questions and enquiries within two business days, and sooner where possible. Please note that our normal working hours are 9.00am-4pm Monday to Friday and that we are unable to respond on weekends or public holidays. If your query is urgent please mark it as 'urgent' within the email heading and copy in support@eatdrinklivewell.com

Consultation Types

The Eat Drink Live Well Clinic offers a number of Consultation Types:

Discovery Call (15 minutes) for pre-initial consultation discussion: a complimentary 15 minute video or telephone call to enable you to understand more about our approach, for you to ask questions - and for us to assess whether you may be a good fit for the Eat Drink Live Well Clinic

Initial Consultation (75 minutes): a 75 minute video or Face to Face consultation.

During this Initial Consultation we take a full functional medicine case history analysis. We discuss your goals, your health history and your current (and prior) diet and lifestyle. By the end of your consultation we aim that you have a clear understanding of factors that may be influencing your current health status. We will work together on devising a realistic and achievable phased plan to support your health goals encompassing, as appropriate, dietary and lifestyle modifications, supplemental support, functional laboratory testing options and/or medical referrals as necessary. Please note that detailed dietary advice including meal planning and recipe recommendations are not included at this session. This is primarily an information gathering and sharing session – detailed dietary advice and recipe recommendations are discussed at your Kick Start Session. A brief written summary of your Eat Drink Live Well Recommended Programme will be sent to you within 3 business days of your Initial Consultation.

Kick Start Session (45 minutes): a 45 minute video or Face to Face session that usually takes place 1-2 weeks after your Initial Consultation. This session discusses the practicalities and detail of your programme - including meal planning, recipe recommendations, lifestyle modifications, functional laboratory tests and to address specific questions that you may have following your Initial Consultation and/or about your Eat Drink Live Well Recommended Programme. Please note that this appointment is only bookable after completion of an Initial Consultation.

Review Consultations (15, 30, 45 and 60 minutes): a 15-60 minute video or Face to Face Review Consultation to assess your progress, evaluate the efficacy of your programme, answer outstanding questions and to fine tune and progress your programme in alignment with your goals. Review Consultations are also appropriate for clients on a bi-annual or annual maintenance programme. Please note that these appointments are only bookable after completion of an Initial Consultation.

Test Interpretation Sessions (30, 60 or 90 minutes): a 30, 60 or 90 minute video or Face to Face session to review and explain results of your functional laboratory tests - including how to best incorporate test results into your programme.

Amount of Consultations Required

It is a pre-requisite that all Eat Drink Live Well Clinic Clients must complete an Initial Consultation (with the exception of Test Interpretation Sessions where Intake forms are the pre-requisite)

Thereafter the number of consultations recommended is dependent upon health goals and where clients are on their current health journey. This will be discussed at the Initial Consultation and a working timeframe identified as an outcome of the Initial Consultation.

Programme durations are normally for a period of 3-12 months. Many clients who have multiple, complex chronic symptoms are seen more often based on the severity of their condition and level of programme adjustments required. Some clients also request more frequent consultations for motivation and accountability reasons whilst making dietary and lifestyle modifications.

After completing an Eat Drink Live Well Clinic Programme many clients continue to work with us on a Maintenance or Membership basis which includes bi-annual or annual Consultations, symptoms, supplement and dietary reviews and/or repeat or new Functional Laboratory testing.

Pre-Consultation Process

On booking, you will be asked to complete the Eat Drink Live Well Clinic Consents and Waivers form, and to acknowledge your agreement to the Eat Drink Live Well Clinic Terms of Business. You will also be asked for payment details although in most cases payment is not taken until your appointment time.

Prior to your Eat Drink Live Well Clinic Initial Consultation you will be emailed a link from the Eat Drink Live Well Clinic Living Matrix software or Practice Better software to complete your Confidential Functional Medicine Analysis Intake Forms.

You will also be provided with access instructions to your Practice Better online Client Portal where you can complete your Food Journal.

Your Initial Consultation must be scheduled and Functional Medicine Analysis Intake forms completed and submitted at least 3 working days before your

appointment date in order to allow adequate time for your Eat Drink Live Well Clinic Nutritional Therapist to prepare for your consultation.

Prior to your Initial Consultation your Eat Drink Live Well Clinic Nutritional Therapist will perform a full assessment and review of your Functional Medicine Analysis Intake forms. This includes your medical history, current symptoms, current medications and current dietary and lifestyle habits. Copies of recent tests should be emailed in advance (ideally) or brought to your consultation. It is important that you are open and honest with all information provided to the Eat Drink Live Well Clinic.

Initial Consultation Process

During your Initial Consultation we will discuss the content of your Functional Medicine Analysis Intake forms. This generally entails a detailed conversation about your goals, your current state of health, health history, family history, dietary and lifestyle habits. This is important as the key to a functional medicine approach is treating each person as an individual – and identifying the root cause of individual health concerns.

During your Initial Consultation we will also discuss with you potential programme approaches, including timeframe and recommended laboratory tests that may be relevant to your individual case. This consultation lasts approximately 75 minutes and is primarily an information gathering and sharing session.

We may make some simple recommendations at this time, but often, more specific recommendations will be provided after results of any functional tests (if applicable) and at your Kick Start Session, after there has been time to thoughtfully consider your case.

Your Eat Drink Live Well Clinic Nutritional Therapist will take case notes throughout as well as after your Initial Consultation; a summary of your Eat Drink Live Well Clinic Programme Recommendations comprising goals, agreed initial dietary and lifestyle modifications plus supplement recommendations and functional laboratory test recommendations (if appropriate) will be uploaded to your Practice Better Online Client Portal normally within 3 business days of your Initial Consultation Appointment. Relevant, supporting material including recipes and

meal planners may also be provided.

You will be invited at this time to book your Kick Start Session and/or to upgrade to an Eat Drink Live Well Programme Package.

Kick Start Session Process

After your Initial Consultation, if appropriate, you will usually be invited to join a 45 minute Kick Start Session within the next one or two weeks.

At your Kick Start Session we will address any questions you may have about your programme, discuss our recommended approach with you in detail including how best to start implementing any dietary changes, supplements, lifestyle changes and how to undertake laboratory testing that we may have recommended.

We will also discuss at this stage the frequency of Consultation Contact that may best benefit you to enable you to schedule your Review and/or Test Interpretation Sessions. Additional supporting material after your Kick Start Session may be uploaded to your Practice Better Online Client Portal.

Review Consultation and Test Interpretation Session Process

Review Consultations are usually scheduled at 2-6 week intervals after your Initial Consultation and/or Kick Start Session. At Review Consultations we will evaluate progress and make adjustments to your programme.

Before most Review Consultations you will be requested to re-submit a Medical Symptoms Questionnaire, Global Health Questionnaire (via Living Matrix or Practice Better software) and/or submit a Food Journal at least 24 hours before your Review Consultation. It is important that you do this in order that we can objectively monitor your progress.

Review Consultations and Test Interpretation Sessions should be booked via your direct booking link.

Reviews to your programme (if applicable) will be updated on your Practice Better

Online Client Portal normally within 3 business days of your Review Consultation.

Support between Consultations

As part of your Eat Drink Live Well Clinic Programme we will support you to the best of our ability in achieving your health goals.

Please note however that we are unable to respond to messages, emails and telephone questions beyond a simple one-sentence answer, between your appointments. We respectfully ask that you book in for a 15 minute Review Consultation or wait until your scheduled Review Session to discuss your queries in more detail.

Post-Consultation Process

Clients who have purchased a Gold Package, Gold Package Upgrade or Platinum Package with the Eat Drink Live Well Clinic will be offered the opportunity to move into the Eat Drink Live Well Clinic Inner Circle Membership at a discounted rate and to purchase Eat Drink Live Well Clinic Programmes at a discounted rate.

Functional Laboratory Tests

Functional Laboratory Tests may be, but are not always, recommended as part of your recommended Eat Drink Live Well Clinic Recommended Programme.

The purpose of Functional Laboratory Tests is to evaluate nutritional, biochemical or physiological imbalances and to determine requirements for medical referrals. These Functional Laboratory Tests are not intended to diagnose disease. Please note that your medical doctor may, or may not be, familiar with, agree with the necessity for, and/or agree with our interpretation of these test results.

Costs of Functional Laboratory Tests are not included in your consultation or Eat Drink Live Well Clinic Programme cost.

Functional Laboratory Tests are ordered on your behalf by the Eat Drink Live Well Clinic and will be posted to your home address.

Payment may be required directly to the Eat Drink Live Well Clinic in advance, directly to the testing laboratory in advance or may be requested on submission of your test sample.

Tests used may be saliva, urine, breath, stool, finger-prick blood tests or may require a venous blood draw with or without centrifuge.

Please note that blood draw (phlebotomy) costs are extra and you will be directed to private hospitals or phlebotomists who are able to assist you. Postage and courier costs may also be at additional cost.

Test results will be returned to the Eat Drink Live Well Clinic and will be made available to you at your Test Interpretation Consultation.

The Eat Drink Live Well Clinic may receive a commission on some (but not all) functional medicine laboratory tests. If provided, this commission is used as a Test Interpretation Fee and/or as reinvestment in Continuing Professional Development.

For further information on Functional Laboratory Tests please refer to the Eat Drink Live Well Functional Test Menu PDF or our online testing menu <https://www.eatdrinklivewell.com/test/>

Food Supplements

Food Supplements may be, but are not always, recommended as part of your Eat Drink Live Well Clinic Recommended Programme.

The purpose of individualised supplement recommendations is to aid the intake of dietary nutrients, helping to supply nutrition to support physiological and biomechanical processes of the human body. Technically, vitamins, minerals, trace elements, amino acids, herbs and other remedies are not classified as drugs. However these substances can have significant effects on physiology. Use of nutritional supplements may be safely recommended for clients already using pharmaceutical medications but some potentially harmful interactions may occur. For this reason it is important to keep all of your healthcare providers fully

informed about all medications and nutritional supplements, herbs or hormones you may be taking.

In view of this it is vital that you inform your Eat Drink Live Well Clinic Nutritional Therapist if:

- You begin or change any medication/hormone treatment/herbs/other nutritional supplements or remedies
- You develop any health conditions not already disclosed
- You experience any side effects from these supplements (note that some supplements may cause urine to turn yellow but this is not a cause for concern).

Nutrient requirements change over time and your Eat Drink Live Well Clinic supplement programme is recommended only until your next Review Consultation or as otherwise stated.

Supplements differ in their quality and cost but your Eat Drink Live Well Clinic Supplement Recommendations are based on our experience and knowledge of particular brands and supplements. This includes the purity of the supplements, quality, bioavailability (ability to be properly absorbed and utilised by the body), effectiveness and predictability of results. They are also personalised to those best suited to your unique requirements.

Costs of food supplements are not included in your consultation or Eat Drink Live Well Clinic Programme cost.

We may receive commission on some (but not all) food supplements purchased with an Eat Drink Live Well Clinic Code from certain retailers. In most cases this commission is shared with the client and any remaining commission received by the Eat Drink Live Well Clinic is used as reinvestment in Continuing Professional Development.

Please note that you are under no obligation to purchase supplements through our recommended suppliers.

Fee Structure

Standalone Consultation Fees (Virtual or In Person Clinic)

- 15 minute Discovery Call (telephone or video): Complimentary
- 75 minute Initial Consultation (face to face or video): £247
- 45 minute Kick Start Session: £150
- 60 minute Test Interpretation Session: £200
- 30 minute Test Interpretation Session: £100
- 60 minute Review Consultation: £200
- 45 minute Review Consultation: £150
- 30 minute Review Consultation: £100
- 15 minute Mini-Review Consultation: £50

Programme Packages

The Eat Drink Live Well Clinic offers Silver, Gold and Platinum Packages.

Clients who book a standalone Initial Consultation will be offered the option to upgrade to a Gold Package on booking your Kick Start or Review Session.

After completion of a Gold or Platinum package you will be offered a discounted entry to our membership programme.

All programme packages have a 6 month validity.

Payment plans are available for Gold Packages and Gold Package Upgrades

Silver Package £397 Payable at Initial Consultation Booking

The Silver Package is our starter package comprising an Initial Consultation and Kick Start Session. This is perfect for kick-starting your health journey with the Eat Drink Live Well Clinic and for those who prefer to thereafter book standalone Review and/or Test Interpretation Sessions.

Includes:

- 1x75 minute Initial Consultation
- 1x45 minute Kick Start Session

Gold Package £997 Payable at Initial Consultation Booking or Flexible Payment Plan £347 x 3 months

The Gold Package is our most popular package comprising an Initial Consultation, Kick Start Session and 3 ½ hours of Review and Test Interpretation Sessions to be booked as required, valid for 12 months.

The Eat Drink Live Well Gold Package is best suited to clients who are committed to working together as partners over a four to six month time-frame and/or who have more complex/chronic health conditions and who are undertaking functional testing with us. In turn we are able to better provide support and accountability for you throughout your programme.

Sessions could be broken down as per the following example:

- 1x75 minute Initial Consultation
- 1x45 minute Kick Start Session
- 1x60 minute Review/Test Interpretation Consultation
- 4x30 minute Review/Test Interpretation Consultations
- 2x15 minute Mini Review Sessions

Gold Package Upgrade Fee £750 Payable at Kick Start or Review Session (Flexible Payment Plan available at £267 for 3 months)

Platinum Package £2997 Payable at Initial Consultation Booking

The Eat Drink Live Well Platinum Package is our top-level package for business leaders, entrepreneurs and highly motivated individuals who are interested in living life in the best health possible.

Our Platinum Package is perfect as a preventative, health optimisation package as well as for those who have current health issues. Our Platinum Package provides an assessment of where you are now in your health journey, and discussion of how you would like to see your health going forward. We identify personalised nutritional and lifestyle interventions for you, allowing you to directly influence and take control of your future health status.

As with our Gold Package we agree at the outset that we will work together as partners over a four to six month period, providing support and accountability for you throughout.

Our Platinum package additionally includes a range of premium, targeted functional laboratory tests, the majority of which are not available in standard medical practices.

Included tests cover basic blood markers, a comprehensive nutrition screening, digestive function, adrenal function (re stress/exercise) and analysis of genetic predispositions towards raised nutrient requirements. We spend time interpreting these results, explaining them to you, incorporating them into your programme and helping you to optimise and refine your health as a result.

Phlebotomy (Blood Draw), postage/courier costs for tests, additional Functional Laboratory Tests and Supplements are at extra cost.

Includes:

- 1x75 minute Initial Consultation
- 1x45 minute Kick Start Session
- 1x60 minute Review/Test Interpretation Consultation
- 1x90 minute Review/Test Interpretation Consultation
- 4x30 minute Review/Test Interpretation Consultations
- Blood Test: Vitamins D, B12, folate, iron, thyroid, coeliac, HbA1c, insulin, liver enzymes, lipids, hsCRP
- Comprehensive Nutrition Screening Test (NutrEval)
- Comprehensive Nutrigenomic Test (LifecodeGX)
- Digestive Function Test (GIMAP)
- Adrenal Stress Test (DUTCH CAR)

What's Included in Consultations and Packages

Reports: A written programme summary or update following every Eat Drink Live Well Clinic Consultation including, as appropriate, dietary and lifestyle modifications, supplement plans, key findings of test results. This will be posted in your online Practice Better client portal, along with any supporting material such as recipes or meal planners, normally within 3 business days of your Consultation.

Letters: Letters to medical providers including consultants are included within the cost of your Eat Drink Live Well Clinic Consultation or Package

Test Interpretation: Interpretation and analysis of functional laboratory tests undertaken with the Eat Drink Live Well Clinic are included within the cost of your Eat Drink Live Well Clinic Consultation or Package.

Support: Contact between consultations made via your online Practice Better portal or by email is included within the cost of your Eat Drink Live Well Clinic Consultation Package. Where possible this contact should be simple one line question and answers. For more complex questions or more than one question we respectfully request that you book a 15 minute consultation to discuss this or that you note the question to raise at your next Review Consultation.

Background Research: Time spent researching your case, speaking directly with Functional Laboratory Testing companies regarding your test results, and with supplement companies to assess suitability of a particular supplement for you, is all included within your Eat Drink Live Well Clinic Consultation or Package.

Technology: Access to software that enhances communication and interaction between the Eat Drink Live Well Clinic and clients (including Practice Better, Living Matrix and Zoom) is all included within your Eat Drink Live Well Clinic Consultation or Package. The Eat Drink Live Well Clinic uses state of the art technology to provide our clients with a high quality and effective clinic experience. Please contact the Eat Drink Live Well Clinic at support@eatdrinklivewell.com if you have any questions or issues using this technology

What's Not Included in Consultation Fees and Packages

Food supplements, Functional Laboratory Tests and associated postage/courier costs and/or blood draw/phebotomy costs are not included within your Eat Drink Live Well Clinic Consultation or Package (with the exception of our Platinum Package which is inclusive of pre-specified Functional Tests).

Payment and Cancellation Policy

Payment details are required at the time of your appointment booking; payment will be taken at your appointment time (with the exception of pre-paid packages)

Please be courteous and provide 24 hours notice for cancellation of appointments. This helps to ensure that we can meet the needs of our clients who may be waiting for an appointment. Cancellations made within 24 hours of your appointment time will be charged at the full consultation rate.

Refund Policy

Refunds are entirely at the discretion of the Eat Drink Live Well Clinic.

Refunds may be granted on purchased packages with 14 days of payment less the full cost of any consultations already taken. For Platinum Packages, which include functional laboratory tests that the Eat Drink Live Well Clinic have already paid for, the refund will additionally be less the cost of these tests.

Privacy Policy

Please review the Eat Drink Live Well Clinic Privacy Policy <http://www.eatdrinklivewell.com/privacy-policy-2/>