The Complete Diet Clinic Ltd is run by Arabella Melville-Claxton; a UK Registered Dietitian with the Health and Care Professions Council (HCPC) and the British Dietetic Association (BDA).

Complete Diet Clinic Ltd adheres to the [HCPC standards](https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/), which stipulates that any advertising must be accurate and done in a responsible way.

The information and advice offered by the Complete Diet Clinic Ltd is solely educational and provides general advice only for the population. Information offered on the Complete Diet Clinic Ltd website, blog and social media accounts is not a substitute for seeing a Registered Dietitian or another qualified healthcare professional. All opinions are own views of the treating dietitian.

Client services terms and conditions.

Where to find information about us and our services

You can find everything you need to know about us, Complete Diet Clinic Ltd, and our services on our website before you order. We also confirm the key information to you in writing after you order, by email.

When you buy from us you are agreeing that:

* [We only accept instructions when we've checked them](#a723593).
* [Sometimes we reject instructions](#a828294), for example, if we feel we aren’t able to support your health needs
* [We charge you when you book an appointment with us](#a206737) .
* [We charge interest on late payments](#a465390).
* [We're not responsible for delays outside our control](#a952379).
* [You're responsible for making sure the medical information we ask you to provide us with is accurate](#a252067).
* [We charge you if you don't give us information we need or do preparatory work as agreed with us](#a262854).
* [If you bought online, over the telephone or via email you have a legal right to change your mind](#a408689) .
* [You can end an on-going contract (by contacting the Complete Diet Clinic Ltd via email)](#a380822).
* [You have rights if there is something wrong with your service](#a156701).
* [We can change services and these terms](#a257752).
* [We can suspend supply (and you have rights if we do)](#a466087).
* [We can withdraw services](#a889796).
* [We can end our contract with you](#a552072).
* [We don't compensate you for all losses caused by us or our services](#a685803).
* [We use your personal data as set out in our Privacy Notice](#a182170).
* [You have several options for resolving disputes with us](#a281601).

We only accept orders when we've checked them

We will let you when we've received your order if we can accept it.

Sometimes we reject instructions

Sometimes we reject instructions, for example, because you are located outside the UK or because we feel we are not able to provide the correct support for you. When this happens, we let you know as soon as possible and refund any sums you have paid.

We request payment you when you book your appointment

However, for some services we take payment at regular intervals, as explained to you during the initial process.

We charge interest on late payments

If we're unable to collect any payment you owe us we charge interest on the overdue amount at the rate of 8% a year above the Bank of England base rate from time to time. This interest accrues on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You pay us the interest together with any overdue amount.

We're not responsible for delays outside our control

If our supply of your service is delayed by an event outside our control, such as power outage and all other causes beyond the control of the party, we contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact our Customer Service Team : www.Completedietclinic.co.uk to end the contract and receive a refund for any services you have paid for in advance, but not received your service in full.

You agree to attend on time for your appointment, whether this is via online clinic or telephone. If you arrive late (up to 15 minutes), we will endeavour to still carry out the appointment, if this is appropriate within the timeframe still available. The intended ‘finish time’ based on the original timescale will still apply. We may decide it’s not possible to carry out the appointment in the time available, in this case the appointment will be cancelled. Cancellation fees will be applicable (see below). A re-scheduled appointment may be made, at the discretion of the Complete Diet Clinic Ltd.

You're responsible for making sure any medical data we ask you for is accurate

If we've asked you for measurements or medical data relating to the service, you're responsible for making sure that information is correct and provided promptly to us. Failure to provide full or accurate information may impact on our ability to provide the services. Find information and tips on how to measure contact our Customer Service Team: [www.completedietclinic.co.uk](http://www.completedietclinic.co.uk).

It is your responsibility to ensure the information provided is accurate and up to date. Should your personal or clinical information change at any point, new information arises or you realise an error within the information you supplied, it is your responsibility to inform the Complete Diet Clinic Ltd promptly.

We have the right to suspend services and terminate the agreement if you do not comply with our recommendations or requests, fail to provide payment on time or if you act in any way which in our reasonable opinion is inconsistent with the terms of the contact and the obligations under it.

You are responsible for:

Ensure you fully understand the advice given by the Complete Diet Clinic Ltd and how to safely implement changes/actions. You are encouraged to ask us questions if you need to clarify anything.

Ensure you promptly seek medical advice from your General Practitioner (GP) or another healthcare professional if this is recommended by the Complete Diet Clinic Ltd.

Seek further medical advice if you have any concerns about the information given to you or if your condition or symptoms change.

Seek immediate medical advice if you suffer any adverse or unexpected effects to any dietary, exercise or lifestyle changes.

Failure to comply with your responsibilities may result in the Complete Diet Clinic Ltd cancelling or suspending its services.

**Your legal right to change your mind**. For most of our services bought online, by email, over the telephone, you have 14 days after the date we confirm your order to change your mind about a booking, but:

* You lose the right to cancel any service, when it's been completed (and you must pay for any services provided up to the time you cancel).
* You lose the right to cancel any service when you have provided us with any medical information we have requested and we have started to review your case.

A booking that is cancelled with less than 3 working days’ notice will incur the full fee. If you cancel with more than 3 working days’ notice you may be entitled to a partial refund (less any applicable admin fees or costs) if we are able to fill your appointment slot with another user or you can rearrange your appointment to another suitable time.

If you do not attend your appointment, we reserve the right to charge you 100% of appointment cost. If you booked online and prepaid for your appointment and do not show up, you will not be refunded.

To be fair to other clients and our clinicians please be aware late arrivals more than 15 minutes after the appointment time will be treated as non-attendance.

**How to let us know and what happens next**. If you change your mind contact our Customer Service Team via www.completedietclinic.co.uk. We refund you as soon as possible and within 14 days of you telling us you've changed your mind, unless your appointment is within that 14 days.

We refund you by the method you used for payment.

You can end an on-going contract

We tell you when and how you can end an on-going contract with us (for example, for regular services) during the order process and we confirm this information to you in writing after we've accepted your order. If you have any questions, please contact us: www.completedietclinic.co.uk.

You have rights if there is something wrong with your service

If you think there is something wrong with your service, you must contact our Customer Service Team: [www.completedietclinic.co.uk](http://www.completedietclinic.co.uk), Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

|  |
| --- |
| **Summary of your key legal rights** |
| * For the dietetic service we provide the Consumer Rights Act 2015 says: * If a price hasn't been agreed upfront, what you're asked to pay must be reasonable. * If a time hasn't been agreed upfront, it must be carried out within a reasonable time. |

We can change services and these terms

**Changes we can always make**. We can always change a service:

* to reflect changes in relevant laws and regulatory requirements such as in relation to our storage of your personal data so as to comply with appropriate legislation; and
* to make minor technical adjustments and improvements, for example to address a security threat. These are changes that don't affect your use of the service.

We can suspend supply (and you have rights if we do)

**We can suspend the supply of a service.** We do this to:

* if new medical information was provided to us which lead to a change in diagnosis we would need to suspend the supply of our service;
* appointment time, changes to the nature and scope of services to be provided or changes as to how the services are delivered to you;
* deal with technical problems or make minor technical changes;
* update the service to reflect changes in relevant laws and regulatory requirements; or
* make changes to the service (see [We can change services and these terms](#a257752)).

**We let you know, may adjust the price and may allow you to terminate.** We contact you in advance to tell you we're suspending a particular service, unless the problem is urgent or an emergency. If we suspend the service for longer than 3 months in any 9 month period we adjust the price so you don't pay for it while its suspended. If we suspend supply, or tell you we're going to suspend supply, for more than 3 month period you can contact our Customer Service Team: [www.completeddietclinic.co.uk](http://www.completeddietclinic.co.uk) to end the contract and we'll refund any sums you've paid in advance for services you won't receive.

We can withdraw services

We can stop providing a service. We will provide you with reasonable notice in advance and we refund any sums you've paid in advance for services which won't be provided.

We can end our contract with you

We can end our contract with you for a service and claim any compensation due to us if:

* you don't make any payment to us when it's due and you still don't make payment within 7 days of our reminding you that payment is due;
* you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service, for example, a detailed and completed New Client Form with correct and up to date medical information that is or may be relevant to the services we will provide to you.
* If you exhibit threatening, intimidating or inappropriate behaviour towards the Complete Diet Clinic Ltd. or any associated persons will not be tolerated. Such behaviour will be reported and the Complete Diet Clinic Ltd has the right to terminate an appointment due to any behaviour the Complete Diet Clinic Ltd does not feel is appropriate and/or acceptable. You will not be refunded if an appointment is terminated on these grounds.
* All Services are subject to availability and we reserve the right to change the range of services we may offer from time to time.
* The Complete Diet Clinic Ltd reserves the right to refuse to treat you, refuse a booking request or refuse to offer a particular service.
* In certain circumstances, in our complete medical discretion, the Complete Diet Clinic Ltd may decide we can no longer offer services to you. We reserve the right to decline further services or subsequent appointments.

We don't compensate you for all losses caused by us or our services

We're not responsible for losses you suffer caused by us breaking this contract if the loss is:

* **Unexpected**. It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
* **Caused by a delaying event outside our control**. As long as we have taken the steps set out in the section [We're not responsible for delays outside our control](#a952379).
* **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.

We use your personal data as set out in our Privacy Notice

How we use any personal data you give us is set out in our Privacy Notice: www.completedietclinic.co.uk

You have several options for resolving disputes with us

**Our complaints policy**. We will do their best to resolve any problems you have with us or our services and you can always speak to the HCPC regarding our services [The Health and Care Professions Council (HCPC) | The HCPC](https://www.hcpc-uk.org/).

**Resolving disputes without going to court**. Alternative dispute resolution is an optional process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. You can submit a complaint to the Health and Care Professionals Council through their website at [The Health and Care Professions Council (HCPC) | The HCPC](https://www.hcpc-uk.org/) does not charge you for making a complaint and if you're not satisfied with the outcome you can still go to court.

**You can go to court.** These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

Other important terms apply to our contract

**We can transfer our contract with you, so that a different organisation is responsible for supplying your service**. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the contract.

**You cannot transfer your contract with us to someone else unless we agree to this**. We may not agree if this not medically appropriate in the circumstances but we will discuss this with you.

**Nobody else has any rights under this contract**. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

**If a court invalidates some of this contract, the rest of it will still apply**. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

**Even if we delay in enforcing this contract, we can still enforce it later**. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn’t mean we can't do it later.