

THE WELLNESS EMPORIUM

CLIENT AGREEMENT

Part 1: This part of the Agreement makes transparent the expectations from both patient and practitioner during the time spent working together

1. **Your commitment to treatment:** Upon seeking professional guidance and advice from The Wellness Emporium it is expected that you are willing to commit to recommended health changes. Supporting strategies such as nutritional supplementation and tailored herbal remedies are imperative in our treatment plans.
2. **Questions between consultations:** Queries relating to your treatment are encouraged to be listed and brought up with your practitioner within the consultation environment. This is for their legal and financial protection. However, simple enquiries can be made via email, and for urgent queries, please contact the clinic immediately. Short phone consults are also available for more detailed queries.
3. **Contacting the clinic:** Non-urgent contact made to the clinic will be responded to within 24-48 hours, excluding weekends. If you have not received a response in this time, please feel free to try again as the message may have not been received.
4. **Cancellation / Rescheduling Policy:** Bookings that require to be rescheduled or cancelled must be done so with a minimum of 24 hours' notice, excluding weekends (Monday Appointments will require notice by Friday at the latest) either via phone or online (emailing / text messages are not accepted). A \$50 cancellation fee will apply if under 24 hours notice is given. A 100% of the consultation fee applies for no-shows. If cancellation occurs on more than one occasion, the clinic may request a \$50 non-refundable deposit for the next booking made.
5. **Your treatment results will reflect your commitment:** Your treatment and consequent results are partly reflective of your commitment to make the changes recommended by your practitioner, and your compliance with the prescribed herbal or supplement regime. If this is not prioritised, you won't achieve the best results.

Part 2: In order to comply with state and national legislations, you must agree to the clauses contained in this part of the Agreement. I hereby attest to:

1. I fully understand that Naturopaths of The Wellness Emporium are not medical doctors and I am not here for medical diagnostic, but rather work to identify and rectify the underlying origins of my signs and symptoms.
2. The services performed by The Wellness Emporium are all times restricted to consultation on the subject of nutritional and naturopathic matters intended for the maintenance of the best possible state of health, and do not involve any act which will constitute the practice of medicine in this State.
3. No practitioner or employee of The Wellness Emporium has suggested or advised me to refrain from seeking care from or following the directions of another health care provider.
4. I understand that my practitioner will answer all questions and explain all treatments to the best of their ability and, as with any form of treatment, results and lack of side effects cannot be guaranteed and that I do not expect my practitioner to be able to anticipate all risks or complications related to treatment.
5. I recognize that even the gentlest therapies may cause complications in certain physiological conditions such as pregnancy, lactation, very young children, very elderly patients, those on multiple medications, or those with specific diseases such as heart, liver, kidney or diabetes.
6. I agree that I have listed all medications and supplementations that I am currently taking above.
7. I agree to inform my practitioner at The Wellness Emporium of any changes to my health/ medical condition, including any new medications, herbs, vitamins, supplements etc. As well as any new injuries or diagnosed/undiagnosed medical conditions including pregnancy / suspected pregnancy. I understand that should any my circumstances change, as listed above, that I will need to book an appointment to review this change with my practitioner, or I will otherwise inform my GP or Pharmacists of my current prescription by The Wellness Emporium.
8. I fully understand that certain remedies prescribed (nutritional, herbal etc.) to restore balance and/or rectify possible nutritional deficiencies may carry some risk. This may be in the form of a reaction to possible unknown allergies or similar. If such should occur I should stop taking them and contact The Wellness Emporium to obtain further advice as to dosage or modification of the remedies.
9. I give permission for my health records to be kept on file by The Wellness Emporium, in full confidentiality.
10. I understand that I am financially liable for all treatments rendered and that The Wellness Emporium does not offer refunds on services or products due to the nature of treatment and complexity of the human body, and cannot guarantee results.
11. I expressly assume such risks and waive, relinquish and release any claim which I may have against The Wellness Emporium or their affiliates/employees/contractors as a result of any future injury, illness, liability, loss or damage incurred in connection with, or as a result of your use or misuse of prescribed treatments or advice.