



BELL CONSULTING

Brighter Eating, Lighter Living

Terms and Conditions

INTRODUCTION

We have intentionally kept our terms and conditions brief so that they can be read and understood easily. Please read all the notes below as they contain important information to protect your and our rights and obligations towards each other.

We particularly draw your attention to our cancellation terms.

Our services are intended only for those aged 18 years and over. We do not offer counselling sessions/advice or information to children.

HEALTH POLICY

BELL Consulting services are not a medical organisation. We cannot diagnose or treat medical conditions. Nor are we intended as a substitute for any advice or treatment that might be otherwise be prescribed by a doctor or other clinician.

It is the responsibility of each client to ensure there are no medical reasons why they should not embark upon a weight loss programme with us. If in any doubt at all, clients should check with their GP prior to signing up to the programme. We are unable to provide services to any client that falls into the below categories;

- **Eating disorders** Whilst we can offer advice to those people with disordered eating, a formal diagnosis of an eating disorder such as anorexia nervosa, bulimia nervosa etc., will preclude you from accessing our services.
- **Pregnant women/new mothers (when the baby is less than 10 weeks old)** Trying to lose weight is not suitable for a pregnant woman nor when her baby is very young. Should you become pregnant whilst on the programme we can freeze your remaining weeks and you can access them at a later date at your own convenience.
- **Undergoing medical treatment** If you are under a clinician for any complex medical condition and/or are taking a significant number of medications we are unable to offer you our services at this time.

If you have a medical condition that may be adversely affected by exercise, you should consult your GP or other clinician before following any exercise advice given by us. If at any time whilst exercising you feel any ill effects, then you must stop doing the exercise and consult with your doctor and/or other clinician.

INTELLECTUAL PROPERTY

No part of any information sent to you by BELL Consulting Services can be reproduced, distributed, or transmitted in any form for anything other than personal use, without the written permission of the owners. We will vigorously defend our copyright in all cases.



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CANCELLATION TERMS

At any point within the first 14 days of receiving services from us you can cancel your programme and receive a full refund for your outstanding sessions.

Beyond 14 days, we ask that you give us two weeks' notice in writing for any cancellation. However, please be advised a refund of any outstanding sessions may not necessarily be made to you depending on the circumstances of your cancellation.

Should you need to cancel an individual session with us we ask that you give us 24 hours' notice (or more) so that we can re-schedule an alternative session for you. There will be no charge for this.

If you give us less than 24 hours' notice, or you miss a session without contacting us, this will be classed as a 'missed week'. This means we will not be able to reschedule, nor will you be entitled to a refund.

Should technical problems preclude you being able to attend a session, this may be classed as a 'missed week' or may be re-scheduled depending on individual circumstances. On these occasions we will consider each situation on a case-by-case basis.

These terms and conditions were reviewed January 2023.

Next review January 2026.