



Vicki Witt

*Clinical Nutritionist, Holistic Coach,
Certified LEAP allergy therapist, Reiki Master*

www.vickiwittweightloss.com 

Vicki.witt@outlook.com 

Programs and Services

Terms and Conditions

By enrolling in any of the services or programs provided by Vicki Witt Nutrition Pty Ltd, you are granting Vicki Witt permission to work with you and agree to the Patient Charter (found in your Member's Vault account).

All products and services are non-refundable. Cancellation is due to circumstances outside of your control will be considered. Previous patients experienced life changing and amazing outcomes but nonetheless, each individual's success depends on his or her background, dedication, desire, and motivation.

PAYMENTS - If you decide to withdraw at any time for any reason, you are still fully responsible for making all Program payments, and no refunds will be provided. Access to programs and services stops if a credit card is declined (for those paying monthly). Using the monthly payment option grants Vicki Witt Nutrition Pty Ltd the authorization to make all charges at the time they are due and not require separate authorization each month. Patient is responsible for any fees associated with recouping payment on chargebacks and any collection fees associated therewith. Patient shall not change any of the credit card information provided to Vicki Witt Nutrition Pty Ltd without notifying Vicki Witt Nutrition Pty Ltd in advance.

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APPOINTMENT POLICIES

Please advise at least 24 hours in advance if you wish to reschedule an appointment. This gives me enough to fill the time with my wait list. An appointment will be docked and changed to an email appointment to ensure continued support and best results if you—

- Late cancel
- Forget
- No show
- Cancel or reschedule the same appointment more than twice.

- **VIDEO APPOINTMENT TIME** – please stick strictly to your 30 mins support appointment time. If you go over time, that time will be deducted from your remaining appointments. ie over 15 mins twice = 30 mins appointment docked.
- **PROGRAM CANCELLATION** – if I cannot get a hold of you via text or email after 4 weeks, you will have your program terminated. It is your responsibility to advise if you are unable to keep to the email appointment schedule of weekly for month one and every other week thereafter.
- **PROGRAM HOLD** - If you wish to put your program on hold for **up to 1 month**, please advise as soon as possible. If you wish to use a second 1 month HOLD, 1 appointment will be docked to secure the second HOLD.
- **EMAIL PROGRAMS** –
 - If I cannot get a hold of you by your next EMAIL appointment, you will have that appointment docked. Please let me know of holidays and travel to avoid such.
 - The email appointment bookings will be purely to remind me to send. The email appointment may come out at the time of booking or within a 2-hour window of it. You can then answer when it suits you, but best practice is within 48 hours, so the email appointments don't merge.

APPOINTMENT EXPIRY DATE

Your program will expire in the specified times below from your Food Design appointment. This is to ensure continued and optimal results, accountability, and satisfaction.

- 6-month programs - expire 6 months from Food Design appointment
- 3-month programs – expire 3 months from Food Design appointment.
- 1-month programs – expire 1 month from Food Design appointment.