

RHU STRAND WELLNESS

Functional Wellness Practitioner

Client Agreement - 1-2-1 Wellness Practice

Thank you for choosing to work with me. This agreement sets out the practical side of how we will work together, so there are no surprises for either of us. It sits alongside the consent and health form you have already completed, which covers the clinical side of our work. Please read both before your first session, and ask me anything that is not clear.

Your Pathway

Most 1-2-1 clients begin with a 90-minute Initial Consultation, followed by three 60-minute follow-up sessions. This gives us space to properly understand what is going on for you, and time to work through the Foundation Flow together at a pace that suits your body.

If you have chosen a different package or programme, such as the Metamorphosis Programme or the Partnership Harmony Package, the specific structure and content of that package forms part of this agreement in place of the description above.

Fees and Payment

Fees for your chosen package are payable in advance, before your first session. This is standard practice for structured pathways of this kind, and it means we can focus entirely on your session rather than admin once we begin.

Current fees are confirmed separately at the time of booking. If your circumstances mean upfront payment is difficult, please talk to me before booking. I am happy to discuss instalments where I can.

Cancellations and Rescheduling

I ask for at least 24 hours notice if you need to cancel or move a session. This allows me to offer the slot to someone else and keep things running fairly for all my clients.

- Sessions cancelled or rescheduled with 24 hours notice or more can be rebooked at no extra cost.
- Sessions cancelled with less than 24 hours notice, or missed without notice, may be charged in full.
- I understand life happens. If something genuinely unexpected comes up, get in touch and we will find a fair way through it together.

Between Sessions

Your pathway includes up to two short check-in emails between sessions, for quick questions that come up along the way. I will reply within 48 hours. This is not the same as ongoing availability, and I ask that emails stay brief and specific rather than open-ended.

Once you have used your two check-ins, further questions are best saved for your next session. If something comes up that cannot wait, a paid check-in can be arranged. This keeps the work contained and sustainable for both of us, while making sure a genuine question never goes unanswered.

If something arises that genuinely cannot wait, such as a safety concern, please contact your GP or the emergency services in the first instance, as set out in your consent form.

Extending, Pausing or Ending Your Pathway

Life does not always run to a plan, and neither does hormone health. If you want to extend beyond your original pathway, pause for a while, or stop altogether, just let me know. There is no penalty for pausing or ending early, though fees already paid for sessions not yet used are not refundable, except where I am unable to continue offering sessions myself.

How This Fits Together

This agreement covers the practical terms of working together. The clinical boundaries of my practice, including the fact that I do not diagnose or prescribe and work alongside your GP rather than instead of them, are set out fully in your consent form and apply equally here.

If anything in this agreement does not sit right with you, tell me. I would rather talk it through than have it sit unspoken between us.

Rhu x

Agreement

By signing below, you confirm that you have read and understood this agreement and agree to its terms.

Name:	Date:
Signature:	Package: