



## **General business terms**

### **Postponement or cancellation of appointments**

If you cannot keep an agreed appointment, please **cancel by phone at working hours - latest up to 48 h before**. In the event of cancellations shorter than 48 h or not at all, the minimum consultation time of 40 minutes will be charged. This is also applicable in cases of no fault of one's own (e.g. illness, road strike, work etc.). Cancellations by email, which the office does not receive, cannot be considered. To make a new appointment please give a call. Thank you.

### **Consultation Fee**

- Nutrition consultation is a private service. Primarily it is the customer who decides how much time should be invested. There are no "therapy times" given by the service supplier.
- The calculation shows the estimated time - based on experience values - according to diagnosis / concern. The actual consultation time can differ. After every consultation the customer confirms the time with his / her signature.
- As a certificated nutrition specialist I meet the qualification required by the **national health insurances**. They can subsidise a nutrition therapy, however, not all costs will be paid (clarification please before). **Private health insurances** usually do not include nutrition consultation in their achievement catalogue. Please find out with your health insurance about the grant you might receive. Invoice amount less the bonus you receive from the health insurance is your own cost participation.
- The service supplier will not send a bill to the health insurance. Invoice recipient and payer is always the customer.
- The fee for a time unity of **50 minutes amounts net Euro 100,00** (according to the fee recommendations of the professional association Oecotrophologie inc.).
- Appointment start is the agreed time.
- The time is recorded in 5 - minutes units. **It is the consultation time that will be charged.**
- The minimum consultation time per appointment is 40 minutes.
- The first session is approximately 60 minutes, the consultations following last in average 40 - 60 minutes. The calculated times might differ, depending on the whole situation and the customer's necessity to talk.
- If it is important for you not to exceed a certain consultation time per appointment, please inform me at the beginning of our session. As an adviser I concentrate primarily on the content of the subject.
- The time for individual elaborations outside the consultations (e.g. writing a nutrition plan etc.) will be charged.
- The fee for nutrition consultation without a doctor's referral is plus legal VAT.

### **Other costs**

- The time spent on communication and administration before / during and after a nutrition therapy is relatively high. In addition, informational documents for delivery to clients must be regularly updated. To cover this total costs, including material, a one-time lump sum of Euro 15,00 is applied.
- Written reports for health insurances, e.g. request for extension, are settled according to time.

### **Invoice**

At the end of our consultation you receive the bill. If you wish an intermediate bill, please give notice. Submit the bill to your health insurance.

### **Confidentiality**

Your personal data and the content of the consultations are subject to medical confidentiality.