

## APPOINTMENT & PAYMENT POLICIES

Thank you for choosing Kim Lett Nutrition LLC. I am committed to providing you with quality services. My utmost desire is to help you be successful in achieving your health and diet-related goals. Your success depends on your commitment to and active participation in programs and follow through with plans that together we may develop. Be aware that there are other factors that affect your success that Kim Lett Nutrition LLC does not control such as unknown/undiagnosed health conditions, your work ethic, dedication, motivation, desire, or personal practices.

### APPOINTMENTS

Clients are seen by appointment only (no "walk-ins"). Appointments may be in-person, a telephone consultation or an online conference. A credit card is required to hold appointments.

Please plan to arrive or be available at the scheduled appointment time so that we can make the most of the time allotted for the consultation.

### CANCELLATIONS

I value and respect your time as a client and ask you to do the same in return. If you are unable to keep your appointment, Kim Lett Nutrition LLC requests a minimum 24-hour notice. Notice may be made by email to kim@kimlettnutrition.com or text or voice mail to 321-490-5992. You can always have a telephone consultation if you cannot make an in-person appointment. Please be considerate of this request so that other clients can be seen during the appointment time for which you are cancelling.

If you "no show" or inadvertently miss your appointment, you will have one no show/late cancellation forgiveness. You will be charged \$25 for the second and any subsequent missed appointments.

### LATE APPOINTMENTS

If you are less than 10 minutes late to your appointment, the appointment will occur as scheduled (minus the late arrive time – the appointment will end on time). If you arrive greater than 10 minutes past your scheduled appointment, the appointment will be considered a "no show" and therefore cancelled. Should Kim Lett Nutrition LLC have availability to accommodate a late start that does not affect other clients who have scheduled appointments after yours, then we may be able to go ahead with the session.

Programs are structured to be conducted within a specific time period. A program officially begins 1) with an Initial Consultation that may be an in-person office visit, a phone conversation or an online conference, 2) at the time a Welcome Email is sent to a you, 2) or at the time of purchase for online programs.

### INSURANCE

Insurance is NOT accepted at this time and all consultations are self-pay. It is your responsibility to pay for consultations and seek reimbursement from your insurance company if applicable.

Most insurance companies consider dietary consultations as out-of-network. I am not a Medicare or Medicaid provider and therefore cannot submit any information on your behalf directly to Medicare or Medicaid.

Some clients may be able to use their HSA for nutrition consultations. It is your responsibility to work this out with your insurance provider. Upon request, I will provide a Super Bill with appropriate information for you to file with your insurance provider to seek reimbursement for nutrition consultations. *Please note that your physician must provide in writing the appropriate diagnostic code(s) as it is outside the scope of the dietitian to diagnose medical conditions. Without this information in writing from your physician I cannot provide you with a Super Bill.*

### PAYMENT

Payment is expected at the time of purchase. Should installment payments be offered, you commit and authorize Kim Lett Nutrition LLC to charge your credit or debit card at the specified interval for payments regardless of whether or not you complete the program. Payment policies and arrangements for corporate work will be delineated a contract.

Payment may be made by

1. Cash
2. Personal check made payable to Kim Lett Nutrition (Please note that a \$30 service charge will be assessed for any returned checks)
3. Credit or debit card (American Express, Discover Card, Master Card and VISA are accepted)

### NO REFUND POLICY

All services are non-refundable, including programs and online trainings.

I have read and understand these policies. I agree to authorize Kim Lett Nutrition LLC to charge a fee to my credit/debit card based on the information provided above. No refunds are given. Please keep a copy for your records.

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Client Name

Client Signature

Date