

# Nourish and Nurture – Terms & Conditions

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Last updated: 10 March 2026

These Terms & Conditions outline expectations between you (the client) and Nourish and Nurture. They comply with the Consumer Guarantees Act 1993, Fair Trading Act 1986, and relevant NZ health regulations.

## 1. Initial Consultations

Before your consultation, you will receive:

- Confirmation of appointment date, time, location, and fees
- Consent forms, this Privacy Policy, Terms & Conditions, and (if applicable) a pre-assessment questionnaire
- An invoice, which must be paid before the appointment

Following the consultation, you may receive:

- A written feeding plan (for lactation consults)
- A follow-up phone call and one week of email support
- Recommendations for ongoing care or referrals if specialist care is required

## 2. Further Consultations

You must complete an initial consultation before any follow-up, therapy, or parent coaching sessions (unless a recent and comprehensive report is provided).

Each session will be reviewed to determine ongoing need. Lactation follow-ups include a written feeding plan and one week of email support.

## 3. Telephone Appointments

You may book a telephone appointment without an initial consultation.

Before the appointment you will receive:

- Appointment confirmation
- Relevant consent and policy documents
- An invoice, payable before the session

A written plan may be provided after the call if clinically appropriate.

## 4. Information Sessions

You do not need an initial consultation to attend an information session.

Before the session you will receive:

- Session confirmation

- Consent forms and any pre-session questionnaires
  - An invoice, payable before attendance
- Handouts or booklets provided are for personal use only and may not be shared without permission.

### **5. Lactation on call support**

This service provides support by WhatsApp or email 7am–7pm Monday–Friday (excluding public holidays and annual leave). Replies are guaranteed within 24 hours.

Before activation, you will receive:

- Confirmation of service dates and fees
- Required consent documents
- An invoice payable prior to activation

If at any time face-to-face assessment is clinically required, you will be informed.

### **6. Training or Workshops**

Training may be provided as pre-made or bespoke packages.

Before the workshop:

- Price and conditions will be agreed
- Necessary consent and policy documents will be sent
- Invoice must be paid before the workshop
- A list of attendees (names and emails) may be required for communication

Materials given may not be reproduced or shared without permission.

### **7. Fees & Payment**

- Current fees are listed on the Nourish and Nurture website
- Fees may increase annually (from 1 April) but not for already-paid bookings
- Session lengths may vary  $\pm 15$  minutes without fee adjustment; significantly longer sessions may incur an additional charge
- Reports, letters, or professional liaison may incur additional fees
- Travel may be charged at IRD rates or \$75 per hour one way (advised before invoicing)

Payment Requirements

- Invoices must be paid at least 24 hours prior to the appointment
- Same-day bookings must be paid at least 2 hours before appointment
- Third-party funded clients (e.g., case managers) may pay post-session only with prior agreement

Overdue Payments

If payment is overdue:

1. A reminder will be issued

2. Appointments may be cancelled until payment is made
3. After 7 days without payment, the matter may be referred for debt recovery and legal proceedings

Repeated late payments may require advance block or monthly payments.

Nourish and Nurture does not accept private health insurance.

### **8. Cancellations & Non-Attendance**

If Nourish and Nurture must cancel, you will not be charged.

If you need to cancel:

- Before 7am on the day: no charge
- After 7am on the day: full fee applies

Full charges apply for non-attendance, including:

- Not being home for a scheduled home visit without notice
- Missing a virtual appointment by more than 10 minutes without notice

These conditions comply with the Fair Trading Act and represent reasonable cost recovery.

### **9. Safety & Mandatory Reporting**

All information is confidential. However, under NZ law, information may be shared without consent if:

- There is a risk of harm to you, your child, or another person
- There is a legal obligation to report concerns (e.g., Oranga Tamariki, Police)

### **10. Use of Technology**

Email

- Email is not fully secure; by consenting to email communication, you acknowledge this risk
- All personal documents will be password-protected PDFs

Photos & Videos

- May be sent to us at your own risk
- May be taken during assessment and stored securely
- Deleted after clinical use unless you provide written consent for education or training
- You may withdraw consent at any time

### **11. Changes to These Terms**

These Terms may be updated without notice. The latest version will always be available on the Nourish and Nurture website.