

Terms of Service, Contact & Email Policy

For all current and prospective clients, please read carefully. Below are a set of guidelines regarding email communication and contact outside of consultations.

Please understand that this policy has been devised to:

1. Improve the efficiency of the current service and allow Elliot to provide the best possible advice to all clients
2. Improve communication and to reduce the likelihood of missed emails and other forms of client communication

Please respect this policy. If you fail to follow these recommendations, Elliot may be required to terminate the current working relationship.

Methods of communication

- Elliot's preferred channel of communication is via email (elliot@eonutrition.co.uk).
- Do not contact Elliot regarding the details of your case or to book follow up appointments on Facebook, Whatsapp, or text message (unless otherwise agreed upon). These can go easily missed.
- For UK clients, please refrain from texting Elliot on his mobile phone. You should ring (07515712147), and if there is no answer or the phone is unavailable, please send an email.

Emails

- The purpose of email communication is to:
 1. Book an appointment or inquire about appointment availability
 2. Inquire about testing options for your case, or discuss current testing status:
 - *Example #1: I would like to order an organic acids test, do you think this would be useful?*
 - *Example #2: My test has just arrived in the post, I am confused about X Y Z instructions. Should I do X?*
 3. Ask a question about the plan which was already discussed in the previous consultation:
 - *Example #1: What dose of electrolytes should I be taking?*
 - *Example #2: Vitamin C gave me diarrhoea, can I reduce the dose?*
- Please allow 1-3 working days for Elliot to respond to emails. If the email contains appropriate content and Elliot has not responded within this timeframe, send another email.
- Emails should ideally contain no more than 3 questions, and should adhere to the outlined format:
 - Write the question and make sure to leave a space between each individual question.
 - Please avoid writing large paragraphs of text. That information is to be discussed in a consultation, and Elliot is unable to respond to long and detailed paragraphs due to high influx of emails and time-constraints.
- There should be no more than 2-3 emails in between consultations. If you feel that you have more questions to ask, then you need to schedule a follow-up consultation.

What email communication does not include:

1. On-going dialogue, conversation, or coaching about your health situation*. This is for follow-up consultations.

** Unless otherwise agreed upon (Elliot will occasionally request on-going email updates in certain circumstances)*

2. Interpretation and feedback on test results
3. Asking for advice on new symptoms or on future direction of therapy. This is to be discussed in a follow-up consultation.
 - o *Example: I have finished the plan. I am not feeling too well, I have developed X, Y and Z symptoms and am feeling fatigued. What shall I do now? Have you got any advice about X and Y?*
4. Elliot will not answer any new questions about your health situation if they are not directly related to the previous plan. Emails are not designed to replace follow-up consultations. Any new queries must be discussed in a follow-up consultation. This is so that Elliot can provide everyone with the most well-thought out and best possible recommendations.

Thank you for reading.