

Melissa Kate Natural Living Terms & Conditions

Melissa Kate Natural Living (“we”, “us”, “our”)

Last updated: January 2026

1) About Melissa Kate Natural Living

We provide naturopathic health coaching and wellbeing support. Our services are educational and supportive and may include lifestyle, nutrition, mindset and wellbeing guidance, plus signposting to resources.

We do not provide medical advice, and we do not diagnose, treat, prescribe, or cure medical conditions. Our coaching is not a substitute for your GP, pharmacist, or medical care.

2) Who Our Services Are For

Our services are intended for adults aged 18+.

If you want to work with a client under 18, this must be agreed in advance and will only be offered with parent/guardian consent, appropriate boundaries, and safeguarding considerations. If you are under 18, please do not book without contacting us first.

3) Website Content & General Disclaimer

All content on this website (including blogs, guides, emails, downloads, recommendations, and social content) is for general information and educational purposes only. It does not constitute medical advice and should not be used to replace professional healthcare guidance.

If you have persistent, worsening or concerning symptoms, please seek medical advice from a qualified healthcare professional. In an emergency, contact 999 or NHS 111.

4) Client Responsibility & Health Information

By booking, you agree to provide accurate and complete information about your health, symptoms, allergies/intolerances, medical history, medications, supplements, and relevant diagnoses, and to update us if anything changes.

You are responsible for your decisions and actions. You agree that you will seek appropriate medical advice when needed (especially if you are under medical supervision, pregnant/breastfeeding, trying to conceive, or taking medication including HRT/contraception).

5) Natural Recommendations & Adverse Reactions

Coaching may include recommendations relating to food, lifestyle changes, supplements, herbs and other natural approaches. These recommendations are personalised and evidence-informed, based on the information you provide, but individual responses vary.

You understand that:

- “Natural” does not always mean risk-free
- supplements/herbs can interact with medication and may not be suitable for certain conditions
- you are responsible for checking ingredient lists/allergens and product suitability
- you should consult a GP/pharmacist before starting new supplements, especially if pregnant/breastfeeding, under 18, have a medical condition, or take medication (including HRT/contraception)

To the fullest extent permitted by law, we are not responsible for adverse reactions, side effects, allergies, intolerance, or outcomes arising from actions you choose to take based on coaching content or recommendations—particularly where relevant information has not been disclosed or advice is not followed.

Nothing in these Terms excludes or limits liability where it cannot legally be excluded, including liability for death or personal injury caused by negligence, or fraud.

6) Bookings, Access & Communication

Bookings are made via our website and/or by arrangement. You are responsible for ensuring your contact details are correct.

If your package includes WhatsApp support, this is offered Mon–Fri (excluding bank holidays). We aim to respond within 24 hours, but this is not guaranteed and WhatsApp support is not an emergency service.

7) Pricing & Payment

Prices are displayed on the website at the time of purchase. Payment is due in full at booking unless otherwise agreed in writing.

We reserve the right to change prices at any time; however, any change will not affect a purchase already completed.

8) Cancellations & Rescheduling

We understand plans can change. Our standard policy is:

- 48+ hours’ notice: you may reschedule without charge
- Less than 48 hours’ notice: the session may be forfeited/chargeable
- No-shows: treated as late cancellation and non-refundable

If we need to reschedule due to illness/emergency, we will offer a new date/time or alternative arrangement.

9) Packages, Validity & Expiry

Where packages include multiple sessions and/or support over a set period, sessions must be used within the package timeframe shown on the website (for example 6 weeks or 12 weeks, where stated). Unused sessions outside that period may be forfeited unless we agree otherwise in writing.

10) Cooling-Off Period (14-Day Right to Cancel)

If you purchase services online/at a distance, you generally have a legal right to cancel within 14 days from the day after purchase (the “cooling-off period”).

Starting services within the cooling-off period:

If you ask us to start your coaching (including planning, reviewing information, creating your plan, delivering sessions, or providing personalised resources) within those 14 days and you then cancel, you agree we may charge for the proportion of services already supplied up to the cancellation date, and refund any remaining balance where applicable.

Where services are fully delivered within 14 days:

If the service has been fully completed within the 14-day period, your right to cancel may end once performance is complete provided you gave express consent for the service to begin during the cooling-off period and acknowledged you may lose the right to cancel once fully delivered.

11) Digital Products, Downloads & Free Resources

Where we provide digital content (including free mini guides, PDFs, trackers, or resources):

- They are provided for educational purposes only and do not create a medical relationship.
- If a digital product/resource is supplied immediately after purchase, you may be asked to consent to immediate access. In that case, the right to cancel can be affected once download/access begins (where applicable under law).
- Sharing, copying, reselling or distributing digital resources is not permitted.

12) Mailing List & Marketing

If you opt in to receive a free download or subscribe via a form, you may be added to our email list to receive wellbeing content, updates, and offers. You can unsubscribe at any time using the link in any email.

We handle personal data in line with our Privacy Policy

13) Results & No Guarantees

We cannot guarantee outcomes or results. Progress depends on many factors including health history, lifestyle, consistency, medical context, and individual response.

14) Intellectual Property

All materials provided (plans, guides, trackers, emails and resources) are for your personal use only and remain our intellectual property. You may not copy, reproduce, distribute, share or resell any content without written permission.

15) Complaints & Contact

If you have concerns about your service, please contact us first so we can resolve it promptly:

Email: melissakatenaturalliving@gmail.com

Business name: Melissa Kate Natural Living

16) Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the jurisdiction of the courts of England and Wales.