



NTA Clinics – Terms and Conditions / Frequently Asked Questions:

Our T's & C's:

Deposit: As a new client, we will ask you to pay a £30 booking deposit – we can take your payment card details over the phone.

If you decide to cancel the appointment, we will not process the deposit payment as long as you have given us 2 full working days of notice. Otherwise the deposit payment will be processed. Cancellation needs to be via the office by phone or email – we will confirm receipt of emails, no answer-phone messages please.

Questionnaire: Please complete and return the new client questionnaire in advance of your appointment.

On the day: Aim to arrive in good time for your appointment and phone the office if you have any problems with traffic or directions. Please come prepared to pay for your appointment, some of our practitioners do not take card payments, only cash or cheque.

Working together: After your assessment we will send you a report and our suggested recovery programme for you. Homeopathic medicines will be supplied at your appointment or posted to you shortly afterwards. If you decide that you want to go ahead with the full recovery programme, let your practitioner know and we will send you the recommended formula's and products.

The more closely you can follow the recommendations in the programme; taking the remedies and formulas, following dietary and other advice, sending your practitioner symptom updates and booking review appointments as suggested - the better the likelihood of success.

FAQ's:

How long is the initial assessment appointment?

Up to 2 hours, more usually 90 minutes

What are the fee's?

1st consultations are usually £130 and review appointments £70. Full details are in our brochure which you can open from our website homepage. We have a different fee structure for clients with chronic illness, including Lyme disease – see the "protocol for chronic Lyme document" for details.

How much will I be told on the day?

Your practitioner will tell you about information from the testing at the end of the session, but there will be much more detail in the report. This will be sent to you within 2 weeks, once she has had time to analyse all the data.

Cont...

Natural Therapy Advice | www.ntaclinics.co.uk
reception@ntaclinics.co.uk | 01256 463899

What happens after the appointment?

Your practitioner analyses all the clinical and test information, then prescribes and sends Homeopathic remedies by post (this takes approx. 7 days). Your report and suggested recovery programme will follow after this, (approx. 2 weeks).

What if I feel worse after taking remedies?

There is a small possibility that your symptoms could worsen for a few days after starting the remedies. This is a normal part of the healing process but we aim to avoid this if possible.

How do I contact my practitioner?

You will be given direct phone and email contacts for your practitioner at your appointment. Please use text for urgent questions and email for non-urgent questions. You can also call the office on 01256 463899

How many appointments will I need?

Every case is different, but we estimate what the stages and timings of your recovery will be in our recovery programme. A very rough guide is a month's worth of treatment for every year that you have been unwell.

How often will I need review appointments?

Again, the recovery programme will give estimates, but roughly every 4 weeks in the early stages, spacing out as we make progress. Some reviews can be done via skype or phone.

How successful are your programmes?

We have over 15 years' experience of treating chronic illness this way and looking back on past results we estimate that over 70% of clients get significant improvement in their symptoms and over 50% get total remission of their presenting complaint.