



Terms of Service

1. I agree to reach out to The Jolley Dietitian to cancel or re-schedule appointments and/or packages and will only contact my dietitian by email for concise communication on administrative matters.
2. I understand that email is checked at least once every 24 hours, Monday through Friday. Email is **NOT** checked on Saturday or Sunday.
3. I will **NOT** use email, social media (Facebook) or any other non-secure platforms to discuss my course of treatment and/or diet planning. If I have a question about the course of my care outside of the live group calls, I need to communicate with The Jolley Dietitian via secure messaging on the client portal, or book a 1:1 session with the dietitian. The dietitian has the discretion to address the questions received or to wait until the next appointment.
4. I agree to pay for services in **FULL** at the time of booking. I understand that The Jolley Dietitian only accepts self-pay with a major credit card or HSA/FSA. I understand that I may request The Jolley Dietitian to provide me with an itemized super bill and that I am solely responsible for submitting it to my medical insurance for reimbursement only for medical nutrition therapy clinic visits: individual, face-to-face initial consultation or individual face-to-face follow-up 1:1 counseling sessions. I accept responsibility for the full amount due regardless of my insurance plan's reimbursement rate for medical nutrition therapy.
5. The Jolley Dietitian reserves the right to decline any patient who resides outside of the state(s) in which I am legally licensed to practice in, or for any reason for which it is determined that there may exist a conflict of interest. Patients will not be charged if The Jolley Dietitian cancels the consultation for these reasons.

CANCELLATION POLICY

I accept that all services are **paid in full** at the time of booking. I may contact my dietitian at least **48 hours** before my appointment to cancel or reschedule without incurring a fee. If I cancel within 48 hours of my appointment or no show, a **\$99** cancellation fee will be charged to my card on file. If I choose to cancel my package after my initial appointment, I must contact The Jolley Dietitian by email within **10 days** to receive store credit up to one year from the date The Jolley Dietitian receives the cancellation notice. **I accept that The Jolley Dietitian does not offer refunds.**

I have read and agree to the above terms of service, communication, and cancellation policies.

Updated: September 20, 2021

