

Nourished Gut Program - Terms & Conditions

Congratulations on taking this significant step towards investing in your health and well-being through the Nourished Gut Program.

This program has been created to provide you with a high level of support, accountability and the precise methodology needed to empower you towards your health objectives.

You'll discover a unique blend of group, community and personalised support, ensuring swift progress and the focused expertise of our health, nutrition, and lifestyle professionals.

Committing to this journey signifies a profound commitment to yourself on mental, energetic, and physical levels.

Embracing this experience means embracing a transformative mindset, seeking assistance when needed, and remaining open to fresh perspectives. By going all in and adhering to your gut health CARE plan, you're poised to achieve remarkable results.

In essence, this program delivers results when you are fully ready to do the work and be supported.

My associate naturopath, Bernadette, and I are thrilled to be supporting you on this journey.

Welcome to the Nourished Gut Program!

Initial In-Depth Health Assessment Appointment (45 mins)

During this personalised Zoom session, we delve into your current health status, history, and discuss the necessary steps to address your complex gut health concerns. If required, we'll facilitate gut health testing or blood test referrals, with additional testing options discussed and confirmed with your consent. Please note that testing costs are not covered in the program and will need to be paid separately.

Personalised Gut Health CARE Plan

Your tailored Gut Health CARE plan provides naturopathic guidelines personalised to your health needs. This comprehensive plan incorporates dietary and lifestyle recommendations, along with a breakdown of necessary supplements to manage your IBS/SIBO or digestive issues. Generated based on your gut health test results and personal history, this plan, along with functional pathology reports, will be delivered within one week of your initial appointment. You'll then attend a group coaching call to address any questions and receive further guidance.

Supplements will be prescribed and managed through Vital.ly or Ayria Health, our online dispensaries. We'll create a client profile for you to access and manage your scripts. Throughout the program, we'll make necessary adjustments to your script directly on Vital.ly or Ayria Health, ensuring seamless support. If you are an international client of ours we will use different testing companies and supplement companies based on your location. All supplements prescriptions are not included in the program fee and will need to be paid additionally at the time of ordering, you will pay these companies directly.

Weekly Group Call Coaching Sessions (via Zoom)

These sessions provide invaluable accountability and support. Led by qualified naturopaths and nutritionists, these calls offer progress check-ins, coaching through challenges, and opportunities to learn from fellow participants. Attending 90% of these sessions is recommended for optimal program outcomes. With six calls per month, including specialist guest appearances, you'll receive well-rounded guidance on your journey to improved gut health. It is required that you attend at least 2 sessions per month. This will allow you to move forward towards your health goals and for us to best monitor your progress.

1:1 Report of Findings Appointment (via Zoom) - Gut Health CARE Plans (45 mins)

Following your testing results, this session serves to present your personalised plan, review results, and address any challenges you're facing. It's an opportunity to discuss supplements, adjust your lifestyle, and prepare for program changes and the next steps. Bookings can be made via Practice Better, and a pre-session form will be provided for optimal preparation. This consultation is included in the fee for the program and will likely occur during your second month in the program.

Monthly 1:1 Follow-Up Appointment (30 mins)

Each month, you'll have a private session with our team to monitor progress, review treatment plans, and discuss any necessary adjustments. These appointments are included in your monthly payments, ensuring continuous support throughout your journey.

Private Messaging Support Between Sessions

You will have access to Bernadette and I in a private chat to provide updates and discuss anything confidently which you don't feel comfortable sharing in a group. ***Bernadette and/or I will respond to messages Monday - Friday 10-4pm, please expect a 24 hour response time.*** For any urgent matters, please email us at hello@karlyraven.com, copying Bernadette, my associate naturopath, at bernadettefd@gmail.com. Label your email with "URGENT" for swift attention. While we're accessible through the Practice Better portal, please refrain from using SMS, Facebook Messenger, or Instagram DMs for emergency support or treatment-related inquiries.

Online Modules to Support Your Journey

Our program offers curated information to equip you with practical, actionable knowledge. From mindset and effective goal setting to the SIBO Food Roadmap and self-care techniques, these online modules cover essential topics for your gut health journey. Accessible from the program's onset, these resources empower you to navigate your path with clarity and confidence. You don't need to complete these modules, they are there as additional education and we will guide you to them if there is something specific you need. We do however highly recommend going through the content if you can.

Appointment Cancellation Policy:

In our program, you are granted 2 "emergency reschedules" allowing you to cancel a session within 24 hours and still reschedule the appointment. However, any other cancellations made with less than 24 hours' notice will result in forfeiture of the appointment. This policy applies to both initial and review appointments.

If you need to reschedule your appointment, please log in to your Practice Better portal and select the reschedule option to book a new time that fits your schedule.

Investment & Refunds:

The investment for the Program is **\$350 AUD per month. Please note there is a minimum 3-month commitment to these monthly payments required. After the three monthly payments you can cancel the payments at any time.** We enforce this commitment because we prioritise working with individuals who are dedicated to their health journey. Additionally, we've found that within this timeframe, significant health improvements can be achieved with our comprehensive support.

Purchases of the Nourished Gut Program are non-refundable. In the event of absence or withdrawal for any reason, you remain fully responsible for the entire Program fee and any outstanding balance. This policy is designed to ensure your commitment to the program and its sessions, as consistent engagement is key to achieving optimal results.

Coaching sessions may sometimes evoke discomfort as they uncover underlying obstacles and limiting beliefs. However, this discomfort often signifies progress and growth.

We encourage you to address any concerns directly with us, as our goal is to serve as your best coach and mentor, ensuring the coaching relationship remains in integrity and your needs are met.

Together, as a dedicated team, we can support you in achieving your health goals effectively.

Program Dates:

Your journey with the Nourished Gut Program begins upon your first monthly payment, marking your official start date. The program is designed to support you for as long as you need or it takes to resolve your gut health issues. There is a minimum commitment of 3 months, after this you can cancel your payments and leave the program if you wish.

Scheduling:

To optimise the effectiveness of your sessions, please ensure punctuality. Prior to each session, we'll email you a Zoom link, and it's important to be available at the scheduled time. If you anticipate being late, please notify us as soon as possible. We'll wait for up to 15 minutes past the scheduled start time before considering the session forfeited. In rare instances where we run behind schedule, we'll seek your permission to extend the session accordingly.

Coaching Commitment:

Once our sessions commence, we are fully committed to supporting you in achieving your goals, and we expect the same level of commitment from you. This includes completing the program in its entirety, including the associated financial commitment.

Coaching Methods & Actions:

Consistent progress in the program relies on your commitment to completing agreed-upon actions between sessions. If for any reason you're unable to fulfil these actions, please communicate with us promptly. Understand that your success is ultimately dependent on your actions outside of our coaching sessions.

It's normal for coaching to evoke feelings of challenge or discomfort as you confront obstacles and limiting beliefs. We encourage open communication regarding any concerns or challenges you may encounter during the program.

Intellectual Property:

Please respect the intellectual property rights associated with the materials, processes, and methodologies provided during coaching sessions and within online education modules. Reproduction of these materials for anything other than personal use is prohibited.

ADDITIONAL ITEMS (the legal bits)

DISCLAIMER

You (sometimes referred to herein as “Client”) understand that the information received from Karly Raven and associates (sometimes referred to herein as “Coach”) in connection with the Nourished Gut Program or otherwise should not be seen as medical advice and is certainly not meant to take the place of your seeing your doctor.

We encourage you to maintain a relationship with your primary care physician or doctor. In the event that you do not have one and/or do not have routine physicals, we encourage you to do so. Do not discontinue or change any treatment plan that you may be on as a result of our sessions without discussing the change with your doctor.

RELEASE

You acknowledge and take full responsibility for your life and well-being, as well as the lives and well-being of your family (where applicable), and all decisions made during and after the Program. In furtherance and not in limitation of the foregoing, you hereby and forever waive, release and discharge me, my heirs, executors, administrators, assigns, officers, agents, employees, representatives, executors and all others acting on their behalf (the “Released Parties”) from any and all claims or liabilities for injuries or damages to your person and/or property or that of your family (where applicable), including those caused by negligent act or omission of any of those mentioned or others acting on their behalf, arising out of or connected with your participation in the Program or in connection with services provided by me or the Released Parties.

LEGAL ITEMS

This Agreement may not be modified without the prior written consent of Client and Coach. The waiver by either party of a breach, right or obligation shall not constitute a waiver of any other or subsequent breach, right or obligation. If any provision of this Agreement is found to be invalid or unenforceable for any reason, the remainder of this Agreement shall remain in full force and effect. This Agreement sets forth the entire agreement between the parties and supersedes all prior proposals, agreements and representations between the parties, whether written or oral, regarding the subject matter herein. Neither party may assign this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and shall benefit the parties and their respective successors and permitted assigns. Except as provided to the contrary herein, those provisions of the Agreement that by their nature and context are intended to survive the termination of this Agreement, shall survive any termination of

this Agreement. This Agreement shall be construed and interpreted in accordance with the laws of Queensland, Australia without reference to its conflict of law provisions, and with the same force and effect as if fully executed and performed therein. Each Party hereby consents to the exclusive personal jurisdiction of the State and Federal Courts in Queensland Australia, Australia, and acknowledges that venue is proper only in such courts.

If the terms of this Agreement are acceptable, please sign the acceptance below. By doing so, you acknowledge that: (1) you have received a copy of this letter agreement; (2) you have had an opportunity to discuss the contents with me and, if you desire, to have it reviewed by your attorney; and (3) you understand, accept and agree to abide by the terms hereof.

Name:

Signature:

Contact Details for Karly Raven Naturopath

hello@karlyraven.com

www.karlyraven.com