



# TERMS AND CONDITIONS

In my practice I successfully help clients with a wide range of conditions on all aspects of health. I treat the individual not just the disease or symptoms.

To do this I employ different methods including gathering evidence and clues from your past, conducting a physical examination where needed, taking blood pressure, urine tests and other tests if required and conducting scientific research to identify what is impacting your health and how best to unlock your true vitality. This may be done at any time during treatment and is not always discussed on the first consultation.

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## HOW TO BOOK A FREE *GET ACQUAINTED* INTRODUCTORY CALL

If you would like to know more before embarking on treatment a free fifteen minute "Get Acquainted" telephone call to explain more about the services ON OFFER and what consultation format may be best suited to you IS AVAILABLE I will respond via email within 72 hours to set up the call.

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## CONSULTATIONS

I will takes time to hear and help identify any patterns and/or misunderstandings that may be activating or contributing to your condition. Helping you identify 'failing' or sub-optimal system/s in your body and also support your healing by adjusting treatment monitoring progress and/or recommending further assessments where needed.

To facilitate this level of change time, dedication and commitment are needed from you the patient and I as your guide. In order to facilitate this, I will discuss package structure which creates a helpful and constructive framework to guide you through your treatment. This may be a 3-month package or 6 months and often with Lyme clients 18month this all depends on the client's needs.

Consultations are carried out face to face from Brighton or via zoom. Botanical medicines and supplements will either be posted to you. After the initial consultation, there will usually be three or four shorter consultations to assess your progress and often refine the dosage and type of herbs used as your health improves.

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## LENGTH AND FREQUENCY OF SESSIONS

Most information about a client is discussed during consultations, including history and answering any CONCERNS OR questions PLEASE CAN clients just respond to that information requested as I cannot respond to lengthy emails. Clients can request a telephone follow-up between consultations, I charge between £20.00 - £50.00 depending on time spent. You arrange this with me, a follow up can be with in 2-3 weeks.

Each follow up session lasts between 30 and 50 minutes depending on the appointment requested and normally take place at the same time every week/or month. Please note that the initial session for Lyme consultations is between 90 and 120 minutes. Zoom calls are available for those unable to visit in person. As we all know, no single approach can work for everybody.



Treatment can vary with each client even if they have a similar condition. The majority of my time is booked out with consultations, writing and lecturing. Because of this I am regrettably, not able to respond to multiple emails. I have factored in emails in between each consultation if you want to check a pivotal detail of your program, but may not be able to adjust any aspect of the program over email. Please wait until your next scheduled appointment. All questions are kept to a consultation and booking are made via e-mail or telephone call, not via text.

The follow up appointments enable us to check progress since last appointment and tweak the herbs to the clients' specific needs. This is also an opportunity to have a relaxing massage with a follow up. If your case requires additional research or follow-up work beyond the time allocated within the respective package, the time spent on this may also be charged for.

I take time away from the clinic and maybe working in remote areas with out internet and encourages you to obtain herbs in advance before any School or bank holidays. I am not available for appointments during the following times: 21st December -4 January, 27th - 31st May, 22 July and the month of August.

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## FEES

When payment is received in advance, I will schedule in time prior and after each appointment. This is spent analysing lab test results, reviewing any feedback, your case history and any information you have sent. This time is built into your first consultation along with my services

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First Lyme consultation (1.5/2hr)	£150
First consultation (60 minutes)	£70
Follow up consultation (30 minutes)	£45
Massage and follow up (60- minutes)	£70
3 sessions over 3 months package with 500ml tincture and 100ml or gram mix of herbs	£350

3 months package with herbs	£600+ £150 = £750 (Due range and large amount of special and number of herbal tinctures and capsules) Paid in advance.
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Tinctures, Syrups	£10per 100ml *(depending on herbs)
Prescribed Teas	£12 per 50g
Individual Teas	£6 per 25g
Tea Blends	£12 per bag
Herbal infused Oils	£12 per 100ml

Total cost of herbal prescriptions and postage will be emailed to you for payment. Full payment will be required before treatments are dispatched.

I look forward to working with you.



## CANCELLATION POLICY

Please read these carefully to avoid any costly cancellation fees. I know life can be extremely busy, but I require 48 hour's notice of any cancellation, or you will be charged the full fee.

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## CONFIDENTIALITY

All of our sessions are confidential, apart from in the following circumstances: When I receive professional supervision for my work. The aim of this is to monitor and improve my clinical work. All my supervision is done on a confidential basis, and I only use your initials or first name.

In exceptional circumstances if I have good grounds for believing that you may cause serious harm to yourself or others, or where I am compelled by a court of law, our confidentiality agreement may be broken. I would always make every effort to discuss this with you first.

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## RECORDS

Recorded material are kept for up to seven years following the end of treatment.  
Data Protection and Privacy, Compliance with ICO.

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## FEES

### BANK DETAILS

All payments should be made by direct bank transfer to the following account.

**Please put your surname as reference so I can identify it.**

J Behrens. Or Bac's payments:

Account no. 25335569

Sort Code 089300

Sort code, bank account number

Payment is received in advance at the time of booking some herbal medicine payments after the initial consultation. Repeat prescriptions are usually organized by e-mail and paid in advance of items being posted. Julia would prefer full payment before treatments are dispatched unless otherwise discussed.

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## COLLECTING PARCELS

Postage is based on weight of parcel and destination.

Or herbs can be collected from the Brighton based clinic on Monday till Thursday till 1.30pm

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## DISCLAIMER

Julia Behrens is a Medical Herbalist and massage Practitioner and not a licensed medical doctor. Any such information should not be construed as a medical diagnosis or treatment of any disease or health condition.

Although your plan will be thoroughly researched and will be customized to your unique health





status and your personal goals, no guarantees can be assured regarding the outcomes of treatment(s) or procedure(s).

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## QUESTIONS BETWEEN APPOINTMENTS

Julia's professional advice and support is given in clinic or Zoom/phone appointments only not via text. Julia is not available on a 24-hour basis, nor does she offer continual email support. For a quick-fire question that cannot wait until your next scheduled appointment, please email the clinic manager or your doctor and the question will be posed to Julia.

If you have multiple questions or your steps forward, please save these for your next pre-scheduled follow up appointment (which can be bought forward if required). We suggest writing all your questions down and you can of course send these through a few days before your appointment so Julia can be briefed. I will only respond to e-mails.

If the client engages in any unreasonable, abusive, or disruptive behaviour toward the service provider or its staff, the service provider reserves the right to terminate this contract with immediate effect. In such cases, the client shall remain responsible for any fees or charges incurred.

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## EMERGENCIES AND AFTER-HOURS CARE

In the event of an emergency or urgent problem you must have a GP with whom you can consult. If you have a serious health problem that requires immediate attention, you should call your other doctor(s), call 999, or have someone take you to the nearest hospital emergency room.

If you think you are reacting badly to a food of plant medicine prescribed please stop eating and discontinue or reduce does to see if symptoms change, take thorough notes then email me we will discuss it at your next appointment.

Please e-mail me if there are any questions.

**I agree to all terms and conditions of these General Office Policies.**

**Signature:**

**Date:**

I agree to allow Julia to use or to describe my anonymous medical history and laboratory data for educational purposes. I will never publish any information that uses names or that identifies the information, data, or images that it publishes. If you do not wish to participate, please let me know.

I agree to the Privacy, I will never use your email address for spam or frequent newsletters, but I would love to send you my newsletter, relevant information related to health, herbal medicine, wellbeing and my new online store and nutritional packages which are launching soon!

I would like to opt in to receiving emails: ☐ Yes ☐ No (please indicate)