
CONSULTATION TERMS & CONDITIONS

Darla Paola Maldonado Barsse, NNCP
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1. Services and booking

These terms govern online nutrition counselling appointments and prepaid multi-session packages with Darla Paola Maldonado Barsse, NNCP ("Darla"). All consultations are remote. Before confirming a purchase, the website displays the selected service, duration, appointment date/time, total price in Canadian dollars, and any applicable charges. Payment in full is required before a booking is confirmed, without exceptions. A booking is not confirmed solely because a payment page was opened. The client receives booking confirmation after payment and scheduling succeed.

2. Cancellations and changes with at least 24 hours' notice

A client may request cancellation or rescheduling without an appointment-related penalty by contacting the practice at info@darlabarsse.com at least 24 hours before the scheduled appointment start time. A timely cancellation of an unused single appointment is eligible for a refund of the amount paid for that appointment, subject to any rights and requirements under applicable law; alternatively the client may request a new date. A rescheduled appointment remains subject to availability. The applicable time is the appointment's stated time zone.

3. Changes with less than 24 hours' notice

If a client requests cancellation or rescheduling less than 24 hours before the start time, Darla offers one courtesy rescheduling of that appointment, subject to availability. After that courtesy rescheduling has been used, a further late cancellation or change may result in forfeiture of that session's fee, except where a refund or remedy is required by law. A courtesy reschedule must not be treated as a second charge for the same session. Please contact the practice promptly if exceptional circumstances prevent attendance.

4. Late arrival and no-show

The client should enter the online consultation using the provided link at the scheduled time. A grace period of ten minutes applies. If the client has not joined within ten minutes and Darla is available to deliver the service, the session may be marked as a no-show and the session fee forfeited, except where required otherwise by law. Joining late does not automatically extend the scheduled end time. If the consultation platform or Darla is unavailable because of a practice-side technical problem, the client will not be treated as a no-show solely for that reason.

5. Cancellation by Darla or practice-side interruption

If Darla must cancel an appointment, she will first offer a reasonable rescheduling option. If rescheduling is not possible or is not acceptable where applicable law gives a refund right, the unused appointment fee will be refunded in full. If a significant technical failure on the practice side prevents the service, a reschedule or refund will be arranged as appropriate. Payment refunds are ordinarily returned through the original payment method when technically possible.

6. Prepaid packages

Prepaid multi-session packages may be offered. The number of sessions, package price, included services, any stated validity period and relevant usage conditions must appear clearly on the purchase page before payment. Each completed appointment deducts one eligible session or its clearly specified package allocation. An unused package does not

guarantee availability on any particular date. Package cancellation and refund questions are assessed on the specific disclosed purchase terms, sessions already supplied, and non-waivable legal rights. No unstated package expiry, automatic renewal or non-refundability condition is created by this document.

7. What is and is not included

The purchase page and appointment description define the consultation duration and deliverables, such as a personalized meal plan when that service is included. Meal plans and documents are delivered through the existing patient portal or other agreed method, within the timing communicated for the chosen service. General questions between appointments may be sent by email or WhatsApp, but these channels are not monitored continuously, are not emergency services, and do not guarantee immediate responses or unlimited between-session counselling. Additional sessions require separate booking and payment unless covered by a purchased package.

8. Client responsibilities and suitability

Clients must provide accurate intake information, attend appointments using a reasonably private setting, and tell Darla about health conditions, medications and allergies relevant to the service. Nutrition counselling is voluntary and is not a replacement for medical treatment. Darla may recommend a referral when a request is outside her professional scope. Clients are responsible for seeking urgent healthcare attention when needed.

9. Insurance claims and receipts

Where appropriate, Darla may provide an accurate receipt showing nutrition counselling that was actually delivered and paid for, including her NNCP/CANNP details. Insurance reimbursement and eligibility are determined by each insurer and benefits plan, not promised by Darla. Products and supplements, when sold, are documented separately and must not be misrepresented as counselling services.

10. Privacy, electronic records and consent

Personal information, including information submitted during booking and consultation, is handled as described in the Privacy Policy. Clients are asked separately to accept the Informed Consent and acknowledge the Privacy Policy before paying. The practice records the terms and documents accepted for a particular booking, together with an acceptance timestamp and their versions. Communications and online sessions are subject to the technology limitations described in those documents.

11. Consumer rights and disagreements

Nothing in these terms removes mandatory consumer protection rights, rights under applicable privacy laws or remedies that cannot legally be waived. If a problem arises, contact info@darlabarsse.com with the booking details. The practice will consider the concern and respond within a reasonable period. Where the law gives a cancellation, refund or other remedy, that law takes priority over any inconsistent provision here.

12. Updates and applicable rules

The version displayed and accepted at the time of purchase governs that booking unless a lawful later agreement is made. The practice is based in Ontario, Canada, and applicable Ontario and Canadian law applies subject to any mandatory protections of the client's home province. Material changes are not applied retroactively to an existing purchase merely by posting new terms.