



Kultured Wellness Optimal Gut Health Program 1:1 with Health Coach; Terms and Conditions

Access to the Program

You will have login access to the online program (if applicable) and all content and associated resources for the full duration of the program you have signed up to.

Kultured Wellness Optimal Gut Health Program

Facebook Groups

Our objective is to create a community of like-minded individuals who can support each other, share their journey, ask questions and get answers, all while feeling nurtured and safe within the community. We have our own guidelines to assist with creating this environment, you will find in the Guides section on the page. Like all the best Facebook groups we have a responsibility to protect our members. To ensure it is a positive experience for all we reserve the right to take down photos and comments that are deemed inappropriate or disrespectful to other members. In the worst case, it may result in removal from the community and termination of your access to Program and with no refund, however that is not a situation that we are expecting.

Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in the group.

We're all in this together to create a welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required.

Your Practitioner Products and Culture Starters

As part of our Kultured Wellness Program, you will receive some Practitioner Products, Supplements and Culture Starters. Please be aware that due to the nature of our Practitioner Products, Supplements and Culture Starters, we do not accept returns of these products under any circumstances and they will not be refunded.

Privacy Policy

Privacy of your personal information is important to Kultured Wellness, we are committed to collecting, using and disclosing your personal information responsibly. We strive to be as transparent as possible about the way we handle your personal information. To help you understand how Kultured Wellness is protecting your information, we have outlined how we are using and disclosing your information.

Kultured Wellness will collect, use and disclose information about you for the following purposes:

- To assess your health concerns
- To send you newsletters and other information mailings
- To communicate with other health-care providers
- To comply with all regulatory and legal requirements including court orders, statutory requirements to advise authorities of child abuse and reporting diseases and individuals who may be an imminent threat to harm themselves or others
- To use for educational and research purposes (this includes case summaries, photographs, lab results and other pertinent medical information). Your identity will be protected at all times and if necessary, identifying information will be altered to protect your privacy in all the above instances

Copyright

This work is copyright. You may download, display, print and reproduce this material in unaltered form only (retaining this notice) for your personal and for non-commercial use. Apart from any use as permitted under the Copyright Act 1968, all other rights are reserved.

Disclaimer

Please be aware that the content and information within the modules as part of the Kultured Wellness Programs does not substitute for advice and direction from your GP or other Practitioners. Kultured Wellness is not able to advise individuals about any particular Physician's expertise or scope of practice.

Kultured Wellness as part of these Programs will provide health, nutritional and supplementation advice and recommendations only, never diagnose a condition or disease as this is beyond our scope of practice and qualification. You should always see a Specialist or your General Practitioner if you have any ailment and wish to know the best approach for treatment. Please never come off a medically prescribed drug without your GP's permission. The advice we give to help to improve your health or performance is not meant as medical advice.

Kultured Wellness will not be responsible in any way should you experience any unsatisfactory outcome, based on advice or education offered from our Kultured Wellness Programs, or from any information provided on our website.

The advice and recommendations we provide is not medical, but it does have research to support it. If you follow the recommendations, it doesn't mean your condition will improve, it is just a suggestion that it may improve based on educated advice.

If you have any questions or need further individual advice, please feel free to contact us at info@kulturedwellness.com

Information Specific to Your Optimal Gut Health Program

Commitment

The 6-month Kultured Wellness Coaching Program requires unconditional commitment and is not recommended for those that aren't ready or willing to take the time to implement significant lifestyle and dietary changes to kick-start their healing journey. If you aren't comfortable with making sacrifices to your schedule and being disciplined with your healing regime, then this may not be the program for you.

Individualised Treatment

We work on a very specialised, integrative and functional level, and therefore the program varies slightly differently for each client. We don't provide meal plans or step-by-step, week-by-week schedules that you may be familiar with in other coaching programs. We work with

you the individual, making suggestions based on both the latest scientific research and also traditional healing methods, dependent upon your specific health concerns, which is why each client's program will vary.

To be successful with this program, you must be willing to 'let go' of the control you seek to have over your body. Healing is a very bio individual process and can't be measured in days, weeks or months. We don't know and you don't know how long you'll take to heal and we work very much on a day-to-day basis, encouraging you to celebrate the small successes with long-term goals always the driving force behind your persistence.

Peer Support

An integral part of your Program is being a member of the 'Kultured Wellness' Facebook Group specific to this Program and the 'Kultured Wellness' Community Facebook Group, where all our clients are active members and share experiences, support, questions, hints, tips, articles and rants. It is a wonderful network and an ideal place to seek guidance and network with others experiencing similar journeys. If you have questions about diet or lifestyle, you can often ask them here, and we, or one of the other group members will likely be able to give you a helpful explanation.

Consult Frequency

After your initial 60-minute consult, where a Kultured Wellness Practitioner takes your case history and begins formulating a suitable treatment protocol for you to follow, for the first 8 weeks, you will have a weekly online consultation with your personal Kultured Wellness Health Coach, who will help guide you through the 6-month program. This will eventually transition to fortnightly consults, then monthly at the 4-month mark.

You will meet again with a Kultured Wellness Practitioner at approximately your Week 8 consult along with your Health Coach to review your progress and modify your treatment plan where required.

Stool Test and Genetic Consults

As part of the Program, clients may be encouraged to complete additional testing (if not already completed). These include the Microba stool test (or other equivalent) & the Smart DNA Genetics test (optional) to be able to understand the root cause of your health troubles and how to navigate them based on individual needs. Within the Program structure, there is allowance for Practitioners to discuss these test results in your consultations.

Your Queries

You will have email support throughout the program, regardless of how frequent your appointments are. We are available via email and always aim to have your questions answered within 24 hours during business days. *While we are always happy to answer urgent questions, we would appreciate it if you could write down minor questions and ask them during our consults or post them in the Facebook group to see if others can shed some light on the subject.*

Research and Education

The Kultured Wellness website is home to many great articles on gut healing and our e-book Functional Fermented Nutrition (included in your coaching package), gives an extensive number of recipes to make while on your gut-healing protocol, most using the Kultured Wellness starter cultures (also included in the package fee). We also encourage you to do lots of your own research. Read articles, watch videos, ask the Facebook group members' what materials they recommend. This time of healing will be an invaluable time for you to acquire the knowledge and empowerment to get well and stay well, long after our coaching sessions are over.

Payment

The Program cost is as follows:

Upfront Payment Option

Discounted One-off Upfront Payment = \$4,900

To receive this discounted rate, payment is required in full prior to the Commencement of the Program

Or

Payment Plan Option

6 x Monthly Payments of \$898 = \$5,388

These payments are required as follows

Amount (AUD\$)	Payment Due
\$898	Initial Payment required Upfront (prior to Commencement of the Program)
\$898	1 Month after Initial Payment
\$898	2 Months after Initial Payment
\$898	3 Months after Initial Payment
\$898	4 Months after Initial Payment
\$898	5 Months after Initial Payment

Refunds

Our number one goal is to make sure that you are satisfied beyond your expectations with every aspect of the Kultured Wellness Program and that you receive amazing results. Immediately following your Individual Consultation with our Kultured Wellness Practitioner, if you or Kultured Wellness believe this Program is not for you, then we will refund your money back less any Services already provided and any Practitioner Products, Supplements and Culture Starters already dispatched. Beyond this point (i.e., at the conclusion of this Consultation with the Kultured Wellness Practitioner) you will have been deemed to have commenced the program, and no further refund will be available.

If you have chosen our Payment Plan Option, if you or Kultured Wellness believe this Program is not for you, then we will refund your money back less any Services already provided and any Practitioner Products, Supplements and Culture Starters already dispatched. However, please be aware, that if your Monthly Payment amounts do not cover the cost of the Services already provided and any Practitioner Products, Supplements and Culture Starters already dispatched, then additional Payments may still be required by you to cover the cost of these Services and Products.

Please Sign: Acknowledgement of Kultured Wellness Terms and Conditions

I understand and accept the Terms and Conditions set out above.

Signed: _____

Name: _____

Date: _____