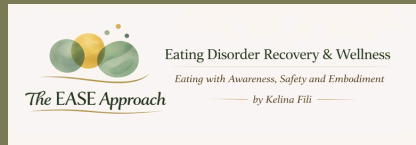


Terms and Conditions



CLIENT INFORMATION

Last updated: May 2026

Our commitment to you

These Terms & Conditions set out how we work together and what you can expect when engaging with services offered by The EASE Approach, by Kelina Fili (HCPC Registered Dietitian), herein referred to as The EASE Approach. They are here to create clarity, safety, and shared understanding. Please take a moment to read them. By booking a session, using the website, or engaging with our services, you agree to these Terms and Conditions. Services available to children, young people and adults are subject to consent requirements. Please refer to the Client Welcome Pack and Working Agreement (updated May 2026) for full details regarding consent and safeguarding.



About The EASE Approach

The EASE Approach provides dietetic services grounded in Eating with Awareness, Safety, and Embodiment. Services may include (but are not limited to):

- Individual dietetic sessions
- Group sessions or workshops
- Written resources and reflective exercises
- Website content and digital materials
- Webinars

All services are delivered with care, professionalism, and within the scope of dietetic practice in the UK.

Relationship & Scope of Support

Working with The EASE Approach is a collaborative and supportive process. While dietetic input can be a powerful part of change, it is not a replacement for medical care, emergency services, or mental health crisis support.

If at any point your needs fall outside the scope of dietetic practice, this will be discussed openly, and appropriate signposting or referrals may be suggested.

Appointments & Communication

Appointments may take place online or in another agreed format. Communication between sessions (e.g. brief emails relating to appointments or resources) is welcomed within reasonable boundaries.

The EASE Approach does not offer crisis support. If you are in immediate distress or at risk, please contact your GP, NHS 111, emergency services, or a relevant crisis line. If you are located outside the United Kingdom, please contact your local emergency medical or mental health services.

Fees & Payment

- Standard Fees are communicated clearly at the time of booking
- Payment is required at least 24 hours before the session. Payment is made via bank transfer.
- Packages, where offered, must be used within the agreed timeframe

Details about pricing, cancellations, and rescheduling are shared before booking so that expectations are clear from the start.

Cancellations & Missed Sessions

Your time and care are valued, and so is ours.

- A minimum notice period of 24 hours applies for cancellations or rescheduling.
- Missed sessions or cancellations less than 24 hours before will be charged in full. Please refer to our cancellation policy for further information.

Confidentiality & Data Protection

Your privacy matters.

All personal information is handled in line with UK GDPR and the Data Protection Act 2018. Any personal data you share with The EASE Approach is handled in accordance with our Privacy Notice, which explains how we collect, use, store, and protect your information. By engaging with our services or using our website, you acknowledge and consent that your personal data will be processed as described in that Privacy Notice.

In short:

- Your data is treated with care and respect
- Information is never sold or shared without a lawful reason
- You remain in control of your information

Digital Systems and Record Keeping

Clinical records, appointment management and therapeutic monitoring are managed using secure professional platforms, including Halaxy and Recovery Record. These systems are used to support continuity of care and safe record-keeping. By engaging in services, you acknowledge and consent to the use of these secure digital systems for

the purpose of providing care. Marketing communications (if opted into) are managed separately through a secure email platform.

Records & Professional Obligations

As a regulated healthcare professional, Kelina Fili is required to keep clinical records in line with HCPC and legal requirements.

Records are stored securely and in line with professional and regulatory guidance.

Website Content, Use & Resources

Content shared on the website, social media, or through resources is intended for educational and reflective purposes. It does not replace personalised dietetic advice unless provided within a professional session.

All written and digital materials remain the intellectual property of The EASE Approach and may not be reproduced or shared without permission. This includes written content, downloadable resources, branding, and visual materials.

Use of this website is at your own discretion. Browsing the website or engaging with content does not create a professional or therapeutic relationship unless services are formally booked and agreed upon. While we take care to ensure information is accurate and up to date, The EASE Approach cannot accept responsibility for outcomes resulting from the use of website content outside of a professional dietetic relationship.

Respectful Use & Boundaries

The EASE Approach is grounded in mutual respect, safety, and professionalism.

Abusive, threatening, or inappropriate behaviour will not be tolerated and may result in services being suspended or discontinued.

Changes to Services or Terms

Services and these Terms may be updated from time to time to reflect changes in practice, regulation, or offerings. The most current version will always be available on the website.

Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

Contact

If you have questions about these Terms, you're very welcome to get in touch:

The EASE Approach by Kelina Fili (HCPC Registered Dietitian DT29170)

✉ kelina@theeaseapproach.com

🌐 www.theeaseapproach.com

ENDS