

# TERMS AND CONDITIONS

BACK TO THE ROOTS NUTRICIÓN CONSCIENTE

These Terms and Conditions of use must be read completely by the user and accepted in their entirety in order to access the Nutrition Service of Back to the Roots – Nutrición Consciente (BTTR)

This document will be delivered before hiring any service with the company. When services are hired, the following terms and conditions will be accepted by the parties.

## OBJECTIVE

- The objective of this document is to regulate the activities of users and clients on the Nutrition service for the BTTR company.

## WORKING HOURS AND HOLIDAYS

- The user / client can communicate with BTTR through digital platforms such as email, WhatsApp, Instagram and Facebook, as well as by phone from Monday to Friday from 9:00h to 20:00h.
- The user will be scheduled in advance for consultation either face to face or online from Monday to Friday from 10:00h to 20:00h
- During 4 weeks a year (continuous or not) between the months of October and November or February to March the BTTR nutrition service will be on holidays. Therefore It will not be available through any system (social networks, email, telephone, etc). The user / Client will be notified in advance of the vacation weeks selected by the company.
- Due to the other services that BTTR provides, the commute needed and agenda, face to face consultations can be changed to Online consultations (Previous notice)

## PRICES

- The user / client will be previously informed of the price of the service / s to be hired. The price shown is the total price after taxes.
- Prices are reflected in euros, unless another currency is expressly indicated before hand.
- When hiring the service the user / client accepts the marked cost.

## PAYMENTS

- In case of private online or face-to-face consultations, all payments must be made through Bizum, bank transfer or in cash, at the precise moment the consultation ends or before hand.
- First and second consultaron will be paid together.
- For services such as lectures, workshops, community menu management or NutriChef service, payments will be structured al following: 50% in advance, 50% after the service is completed.
- For workshops, community menus, private cheffing or Nutrichef, once an agreement has been reached on content, dates and budget, the service is hired. If after the agreement, the user/client decides to cancel the service, 70% of the agreed budget will be paid.

## SERVICE CANCELATION:

- The company reserves the right to cancel the service to those users / clients who do not attend the scheduled consultations, especially the first two (initial and resolution of doubts) even with prior notice and / or who do not pay the payments at the time indicated.

## PERSONAL DATA PROTECTION

- The personal data provided to the owner will be stored in automated databases or not, whose ownership corresponds exclusively to Chloé Estandía, with NIF 721484222K who assumes all technical, organizational and security measures that guarantee confidentiality, integrity and quality of the information contained therein in accordance with the provisions of current data protection regulations. The data is stored for the purpose of maintaining and managing commercial and administrative relationships and will not be transferred to third parties except legal obligation. You have every right to access, rectify and delete this data. To do so, send an email to cloestandiabaumont@gmail.com
- These data will be stored for 1 year after the end, abandonment or cancellation of the service. During this period of time, the client/user may resume the service at any time. After this time, if the user/client decides to resume the service, they must restart it. This I mean, they will start with an initial consultation plus first check up as previously done.



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## ESSENTIAL TO KNOW THAT:

- The user / client agrees to share truthful information at all times and to fill out this form in the same way.
  - The user / client undertakes to notify of any change in the date / time of their consultation at least 48 working hours before the agreed appointment, through the contact phone number or any of the aforementioned digital platforms within the hours of availability. Otherwise, the user must pay 50% of the total price of the consultation through Bizum or bank transfer. If the user does not come to the consultation and does not give previous notice, full cost must be paid. The data for this transaction has been previously provided.
  - The user / client undertakes to attend in a chronological, continuous and punctual way all the consultations agreed and scheduled together with the professional who provides the contracted service, especially the first two consultations (Initial and resolution of doubts). The user / client undertakes to carry out their second consultation (resolution of doubts) within a maximum period of 17 calendar days from the date on which the initial consultation was made. If the consultation is not taken by then, the full cost should be paid again.
  - If the user has decided to no longer benefit from private consultation services, they will be able to take it back at any time. After one year from the cancellation of the service, the user/client must restart it. This means that they will start with an initial consultation + second consultation as done initially.
  - Any distribution, disclosure or publication of any of the content that is provided to the user / client during the commercial relationship in a physical or telematic way, is strictly prohibited, unless it receives the prior express written permission of the authorized personnel. Client may not, expose, publish, copy, reproduce, distribute, transmit, modify, execute, disseminate, transfer or create derivative works of any of the documents, materials or information that has been provided during the BTTR nutrition service.
- This guarantees the commitment to the user's own well-being, the established objectives, the work and the professional.
  - The user declares to be of legal age and have the ability to abide by these terms and conditions.
  - The company reserves the right to modify the present text of Terms and Conditions at any time, without retroactive character.
  - If you have completed and signed this document in physical format, the company will send you a copy electronically within the next 24 hours, under your demand. We recommend that you keep the copy, as this version will not be archived and will be accessible once modifications have been made.

## User billing information.

Full name:

ID:

Address:

## I've read and agree to the Terms & Conditions:

Date:

Place:

Signature:

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