

Terms & Conditions

Little Gut Reset Program

Perth Nutrition & Natural Health · Renae Cinanni, Clinical Nutritionist (BHSc Nutrition & Dietetic Medicine)

Please read these terms carefully before booking.

These terms and conditions govern the Gut Health Reset Program offered by Perth Nutrition & Natural Health. By booking and paying for the program, you confirm that you have read, understood, and agree to these terms.

Business name:

Perth Nutrition & Natural Health

Practitioner:

Renae Cinanni, Clinical Nutritionist

Qualification:

Bachelor of Health Science (Nutritional and Dietetic Medicine), Endeavour College of Natural Health

Location:

Treeby, Perth WA 6164 (in-clinic and telehealth)

Contact:

info@perthnaturalhealthnutrition.com.au

Version:

V1 June 2026

Program Overview

1. Description

The Little Gut Reset Program is a structured 12 week clinical nutrition program delivered by Renae Cinanni (Clinical Nutritionist, Bachelor of Health Science in Clinical Nutritional Medicine, Endeavour College of Natural Health). The program includes an initial consultation, GI Map comprehensive stool analysis kit, a dedicated results review appointment, three follow-up consultations, and a personalised written results report.

2. Program Inclusions

The program price includes the following:

- 1 x Initial consultation (60 minutes) – Week 1
- 1 x Baby biome or Paediatric biome kit included depending on your child's age
- 1 x Results review appointment – Week 5
- 3 x standard follow-up consultations (30 minutes) Weeks 7, 9 and 12
- 1 x Personalised written results report (delivered via email after your results review appointment)
- Personalised nutrition, lifestyle and supplement plan based on your GI Map results and reviewed at each follow-up appointment according to changes in your health and circumstances.

The program price does not include supplements, herbal medicines, or any other products prescribed as part of the treatment protocol. These are an additional cost and will be recommended based on the individual findings of the GI Map results.

Pricing & Payment

3. Program Price

The program price is \$899 AUD (all inclusive of the above inclusions). This represents a saving of \$232 compared to booking each component individually at standard rates.

4. Payment

Payment of the full program fee is due at the time of booking the initial consultation. The program will not commence and no test kit will be ordered until payment has been received in full.

Payment is accepted via Halaxy (card payment). A Halaxy transaction fee of 1.9% + \$1.00 applies to all card payments processed through the booking and invoicing system. This fee is incorporated into the program price.

5. Payment Plans

Payment plans may be available on request. Where a payment plan is agreed, the following conditions apply:

- A deposit equal to the initial consultation fee and GI Map test kit cost (\$509) is required before the program commences and the test kit is ordered and delivered to your home.
- The remaining balance (\$390) is due in week 4 prior to the results review appointment in week 5.
- No results review appointment or follow-up consultations will be delivered until all outstanding payments have been received.
- Payment plan arrangements must be confirmed in writing prior to the initial consultation. You will be required to fill out and sign a **Payment Plan Agreement document** and return to the clinic before ordering your program.

GI Map Test Kit

6. Test Kit Ordering and Collection

The GI Map comprehensive stool analysis test kit is ordered on your behalf by your practitioner at the time of purchasing the Little Gut Reset Program. The kit is posted directly to you and can take up to 5 days business days. Collection is completed at home using the instructions provided in the kit. The completed sample is then returned via Australia Post to the laboratory by the client using the prepaid return packaging included in the kit. To return your test kit, you must go into an Australia Post outlet on a Monday only and hand them the return package for scanning and to receive a tracking number. Failure to post your kit on a Monday will result in an unusable stool sample and as a result you may be charged a retesting fee of \$30 set out by the laboratory.

7. Test Kit Cost and Non-Refundability

The GI Map test kit cost of \$489 is included in the program price. Once the test kit has been ordered and posted to your home address, this component of the program fee is non-refundable under any circumstances, including cancellation, withdrawal, or change of mind.

If the test kit is ordered but the sample collection is not completed within the kit expiry period, a replacement kit will need to be purchased at the client's cost. Perth Nutrition & Natural Health accepts no liability for expired or incorrectly collected samples.

8. Laboratory Processing and Turnaround

GI Map results are typically returned to your practitioner within 3 to 4 weeks of the sample being received by the laboratory. Perth Nutrition & Natural Health does not guarantee laboratory processing times and accepts no liability for delays caused by the laboratory or postal service.

9. Preparation Requirements

Specific preparation instructions will be provided at the initial consultation prior to the kit being ordered. These may include pausing certain supplements, probiotics, or herbal medicines for a defined period before sample collection. Your kit also contains preparation and stool sample instructions, please read these and understand each step before attempting to collect your sample to avoid mistakes. Failure to follow preparation and collection instructions may affect the accuracy of results. Perth Nutrition & Natural Health accepts no responsibility for inaccurate results arising from failure to follow preparation and collection instructions.

Appointments

10. Appointment Scheduling

All appointments are conducted via the Halaxy online booking system. Consultations are available in-clinic (Treeby, Perth WA) or via telehealth (video). Appointment availability is subject to practitioner availability and is not guaranteed within any specific timeframe.

Prior to commencement of your program and at the time of purchase, you will receive multiple confirmation emails with your initial appointment details including the date, time, location and service type. To ensure you receive these emails, please add info@perthnaturalhealthnutrition.com.au to your known emails list to avoid losing important appointment information. If you do not receive a confirmation of purchase or booking, please check your junk email before contacting us. Perth Nutrition & Natural Health accepts no responsibility for lost confirmation and appointment emails.

Your results appointment will be scheduled in week 5 of your 12 week program to allow your practitioner time to fully assess your GI map results and develop a personalised treatment plan specific to you, your results and your current

health. The remainder of your follow-up appointments are to be scheduled in weeks 7, 9 and 12 of your program, however these appointments can be flexible to suit your schedule.

11. Cancellation and Rescheduling

A minimum of 24 hours notice is required to cancel or reschedule any appointment within the program. Cancellations or rescheduling requests received with less than 24 hours notice may result in the forfeiture of that appointment from the program, at the practitioner's discretion.

Repeated late cancellations or non-attendance may result in the program being terminated without refund.

12. Expiry of Program Appointments

All program appointments must be completed within 6 months of the date of the initial consultation. Appointments not completed within this timeframe will be forfeited. Extensions may be considered at the practitioner's discretion in cases of significant illness or extenuating circumstances, and must be requested in writing.

13. Non-Attendance

Failure to attend a scheduled appointment without prior notice constitutes a forfeited appointment. Forfeited appointments will not be replaced or refunded as part of the program.

Refunds & Cancellation

14. Change of Mind

We do not offer refunds on purchases of the Little Gut Reset Program or any other program for 'change of mind' unless we otherwise agree. Please keep this in mind before purchasing the program.

15. Cancellation Prior to Commencement

No refunds will be given for cancellations of the program once payment has been received which is prior to the commencement of your initial consultation.

16. Partial Completion

No refund or credit will be issued for appointments not used once the program has commenced (i.e. once the initial consultation has been completed), except where termination of the program arises due to practitioner-initiated circumstances as described in clause 17.

17. Practitioner-Initiated Termination

Perth Nutrition & Natural Health reserves the right to terminate the program at any time if it is determined that continuation of the program is not in the client's clinical best interests, or if the client's conduct is deemed inappropriate, abusive, or in breach of these terms. In such cases, a pro-rata refund will be issued for appointments not yet delivered, minus the non-refundable GI Map test kit cost.

Clinical Scope & Limitations

18. Scope of Practice

Perth Nutrition & Natural Health provides clinical nutrition services within the scope of a degree qualified clinical nutritionist trained in nutritional and dietetic medicine. Services provided are not a substitute for medical advice, diagnosis, or treatment. Renae Cinanni is not a medical doctor and does not diagnose, treat, cure, or prescribe medication for any medical condition.

19. Clinical Outcomes

Results vary between individuals. Perth Nutrition & Natural Health does not guarantee any specific clinical outcome, improvement in symptoms, or resolution of any health condition as a result of participation in the program. Timelines discussed during consultations are indicative only.

Perth Nutrition & Natural Health will use its best efforts and take all reasonable steps to help you achieve your desired results. However, Perth Nutrition & Natural Health makes no warranty that the program will meet your requirements or that all clients will achieve the same results.

20. Medical Conditions and Referral

Clients are advised to inform their GP or relevant medical specialist of their participation in this program. If at any point during the program Renae Cinanni identifies findings that require urgent medical attention, the client will be

advised to seek appropriate medical care. Perth Nutrition & Natural Health accepts no liability for failure to seek timely medical attention.

21. Emergency

This service is not an emergency service. If you are experiencing a medical emergency, call 000 immediately.

Privacy & Confidentiality

22. Collection of Personal Information

Perth Nutrition & Natural Health collects personal and health information for the purpose of providing clinical nutrition services. Information is collected in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

23. Retention of Clinical Records

Clinical records including consultation notes, GI Map results, and treatment plans are retained for a minimum of 7 years from the date of the last consultation in accordance with professional and legal obligations. Records relating to clients under 18 years of age are retained until the client's 25th birthday or for 7 years from the date of the last consultation, whichever is later.

24. Sharing of Information

Health information will not be shared with third parties without written consent, except where required by law or where disclosure is necessary to prevent serious risk to life, health, or safety.

25. Use of Heidi Health AI-assisted Note-Taking

Perth Nutrition & Natural Health uses Heidi Health, an AI-powered tool, to assist with generating clinical consultation notes. When active, Heidi listens to your consultation and produces a draft written note, which is reviewed and finalised by Renae Cinanni before being saved to your clinical record. Audio is deleted by Heidi immediately after transcription and is never permanently stored. Transcribed notes are held within Heidi for a maximum of 3 days before being transferred to Halaxy, where your permanent clinical record is securely stored. All data processed by Heidi is hosted in Australia and encrypted in transit and at rest. Your health information is not used for marketing, research, or AI model training. Heidi Health states compliance with the Australian Privacy Principles under the Privacy Act 1988 (Cth). You will be informed before Heidi is used in any consultation, and you have the right to decline at any time without affecting your care.

Limitation of Liability

26. Liability

To the maximum extent permitted by law, Perth Nutrition & Natural Health's liability for any claim arising out of or in connection with the program is limited to the amount paid by the client for the program. Perth Nutrition & Natural Health accepts no liability for consequential, indirect, or incidental loss or damage.

27. Consumer Law

Nothing in these terms limits any rights you may have under the Australian Consumer Law, including guarantees that cannot be excluded by law.

General

28. Governing Law

These terms are governed by the laws of Western Australia. Any disputes will be subject to the jurisdiction of the courts of Western Australia.

29. Amendments

Perth Nutrition & Natural Health reserves the right to amend these terms at any time. The version of these terms applicable to your program is the version current at the date of your initial consultation.

30. Acceptance

By booking and paying for the program, the client (or the parent or guardian of a minor client) confirms they have read, understood, and agree to these terms and conditions.

Disclaimers

31. Supplements and Products

Perth Nutrition and Natural Health does not guarantee specific results or experiences through the use of the Supplements and Products. You agree that when you purchase a Supplement or Product, including participation in the Gut Health Reset Program, you are solely responsible for creating and implementing your own dietary, nutritional, physical, mental and emotional well-being, decisions, choices, actions and results arising out of or resulting from Perth Nutrition and Natural Health's relationship with you, its educational materials, its personalised treatment plans and interactions with you. As such, you agree that Perth Nutrition and Natural Health is not and will not be liable or responsible for any actions or inaction, or for any direct or indirect result of any Supplement or Products it provides.

You understand that the Supplements and Products are not a substitute for medical attention, examination, diagnosis or treatment. It is your exclusive responsibility to seek such independent professional guidance as needed.

You agree to release and discharge Perth Nutrition and Natural Health from and against all claims arising out of or in connection with provision of any Supplement and Products. This release includes but is not limited to any claim for personal injury, damages and death of any participant which has received a Supplement and Product from Perth Nutrition and Natural Health.

Client acknowledgement (if signing a printed copy)

Full name:

Date:

Signature:

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