



Welcome

I am really excited to welcome you and to our 16 week lifestyle management and chronic disease risk reduction programme, and we look forward to getting to know you. I also want to thank you for the trust you have placed in me and my team to assist you with your personal health challenges. We do not take that responsibility lightly, and our programme based, comprehensive, multidisciplinary team approach, is designed to give you the maximum support on your journey. Our goal for you is to live a pain free and optimally healthy life.

Attached with this letter is your individual participant agreement. Please read through it carefully as it outlines our teams responsibilities and what you can expect from us. It also outlines your responsibilities and what we expect from you as this is both a clinical and transformational programme. Our experience has shown that those who are successful and take back their health, are active participants in their own change, they take personal accountability, are coachable and resourceful.

Once again, welcome and we are ready to walk this journey with you
Sincerely,

Jenny Hague

B.Sc (Physio), MPMT (New York), EIM (SA), FMFT (USA)

Functional Medicine Practitioner



Programme Registration Form

please complete the information below and please read the terms and conditions attached and sign to warrant that you have read and understand these terms

DATE OF REGISTRATION

/ /

PERSONAL INFORMATION

Full Name :

Known Name Address :

National Id No:

Date of Birth : / / Suburb

Email : City

Gender : Male Female Zip/ Postal Code :

Country :

PROGRAMME DETAILS

A 16 week Functional Medicine driven programme that tackles Fibromyalgia and Chronic Fatigue Syndrome using cutting edge diagnostics that get to the root cause of these debilitating conditions, personalised lifestyle modification and health coaching.

PAYMENT

I hereby acknowledge that I have willingly agreed to enter into this Agreement and Mandate for payment with Health Architects SA a once off payment in full or four (4) monthly payments (please select which is applicable).

Full amount upfront

4x consecutive Monthly payments

I hereby acknowledge that should I select the monthly payment option, the four (4) monthly payments are due and payable regardless of whether I complete the programme or not. I may choose not to continue or complete the 16 weeks of the programme but the full payment is due and payable within the agreed 16 week period

THANK YOU FOR REGISTERING

Please read and initial the terms and conditions below !

Participant Signature

Parent or guardian (if applicant is under the age of 21)



Terms and Conditions

Below are the terms and conditions for your 16 week Lifestyle Management & Chronic Disease Risk Reduction programme, hereafter referred to the ("Programme").

Programme Elements

Individual Consultations with Jenny	3
Individual Health Coaching Sessions	up to 12
Live Group Q&A	Weekly
Themes with resources	16
Access to Resource Library	Unlimited
Help Desk queries	Unlimited

Our Commitment

- We will always be prepared.
- We will serve as your accountability partner and supporter.
- We will stretch you outside of your comfort zone.
- Offer support, encouragement, feedback and guidance.

Your Commitment

- Be up on time without distractions for contact sessions
- Give your best effort to attend every session
- Come fully prepared for our time together.
- Use your best efforts to complete all action steps.
- Be open to new ideas and willing to stretch and grow.
- Ask any questions you may have as they arise.

Scheduling and Timing

You will receive a link to schedule one-on-one times with your coach and practitioner. It is your responsibility to book these sessions using the online booking system

Rescheduling

If you need to reschedule a one-on-one appointment, you need to do so at least 24 hours in advance of your scheduled time

Cancellation of appointments

Our time together is important. If you need to cancel your appointment, you need to do so at least 24 hours in advance of your scheduled time.

Extensions and holds

It is our goal to offer the most effective transformational program possible. For that reason we do not offer program holds or extensions.

Payments

If paying by PayPal, debit card, or credit card, you give us permission to automatically charge your credit card or debit card as payment for your Programme. If I choose to provide you with a PayPal invoice instead, you are required to manually pay it by the date due on the invoice or your Program will be put on hold until payment is made.

Refunds

Unfortunately no refunds will be permitted.

Confidentially

Our Privacy Policy is simple - your privacy is fundamental to our philosophy and critical if we wish to be successful in our programme based approach. All of our technology platforms comply with both local and international data privacy standards

Communication from us

- Weekly emails with new event details, Q&A info or changes
- You can amend notifications from the website
- Email and WhatsApp reminders of coaching sessions or practitioner consults
- All sessions will be recorded and you are welcome to request any of those recordings

Contact Details

Functional Medicine Practitioner
Jenny Hague
email: practitioner@healtharchitectssa.com

Head Coach
Steve Murray
email: coach@healtharchitectssa.com

General and Admin
email: admiin@healtharchitectssa.com
+27 71 302 3300

Limitations of Liability

You shall not be allowed to make any claim against Health Architects SA ("HASA" or its employees, for any loss of or damage you may suffer to property, or any injury you may sustain whilst you are on the Programme or that may result from your participation on the Programme.

Waiver

Program and my Program materials are provided as self-help tools for your own use and for informational and educational purposes only. There are many factors that influence results, so no guarantees can be made as to the results you will experience on the Program. Nothing related to this Program is intended to be considered medical, mental health, legal, financial, or religious advice in any way and you should consult with your own doctor before you make any changes amendments to treatment, including taking any medications Any recommendation of any products is simply offered for educational purposes, and you need to check with your own medical professional before using any of these products.

Dispute

If a dispute between the us arises out of, or is related to this Agreement, including any matter relating to the breach of any of the provisions of this Agreement, the Parties shall meet and negotiate in good faith to attempt to resolve the dispute. If, after 30 days from the date upon which the dispute was declared by a Party via a written notice, and the dispute is still not resolved, the matter shall be determined by arbitration. Save in respect of those provisions of this Agreement, which provide for their own remedies which would be incompatible with arbitration, or in the event of either Party instituting urgent action against the other in any court of competent jurisdiction, any dispute arising from or in connection with this Agreement will be finally resolved by arbitration. Neither Party shall be entitled to withhold performance of any of its obligations in terms of this Agreement pending the settlement of, or decision in any dispute arising between the Parties and each Party shall in such circumstances continue to comply with their obligations in terms of this Agreement.

Governing Law and Jurisdiction

The entire provisions of this Agreement shall be governed by and construed in accordance with the laws of the Republic of South Africa. Furthermore, the Parties hereto hereby irrevocably and unconditionally consent to the non-exclusive jurisdiction of the South Gauteng High Court, Johannesburg in regard to all matters arising from this Agreement.

General

This document contains the entire agreement between the Parties in regard to the subject matter hereof. It is agreed between the Parties, that notwithstanding the provisions of Section 12 of the Electronic Communications and Transactions Act, 2002, any amendment to this Agreement shall only be effective if it is reduced to writing on paper and signed by all the Parties.

I have read and understood these terms.

DATE

Participant Signature

Parent or guardian (if applicant is under the
age of 21)