

TERMS AND CONDITIONS

BACK TO THE ROOTS NUTRICIÓN CONSCIENTE

SERVICES

- Chloé Estandía offers her professional services as a Dietitian-Nutritionist, according to the following catalog:
- In-person and online nutrition consultations
- Preparation and delivery of talks, workshops, menu management for communities,
- Online training in nutrition
- Cheffing and fermented foods production

WORKING AND CONSULTATION HOURS

- The user/client may communicate with BTTR through digital platforms such as email, WhatsApp, Instagram, and Facebook, as well as by phone, from Monday to Friday, between 9:00 AM and 8:00 PM.
- During 4 weeks a year (consecutive or non-consecutive), the BTTR nutrition service will be on holiday. During this period, the service will be unavailable through any means (social networks, email, phone, etc.). The user/client will be notified in advance of the company's selected vacation weeks.

PRICING

- A price catalog for the various services offered is available to users, and the amount will be communicated to the user in advance of the service, with payment accepted upon signature of the offer.
- The applicable taxes must be added to the determined price of each service.
- Prices are shown in euros.

CONSULTATION BOOKING, PAYMENT AND MANAGEMENT TERMS

For in-person or online consultations, the previously agreed fee must be paid in advance before the consultation takes place, either via Bizum to the number 744610002, bank transfer to the account ES76 1465 0210 19 1744127791, or in cash, depending on the agreed payment method.

The initial consultation and the two following follow-up consultations will be scheduled on an approximately fortnightly basis. Payment of the initial consultation will confirm the booking of the agreed appointment time.

Once the first consultation has been completed, payment for the second consultation must be made, and so on, maintaining the advance payment system to ensure the correct organisation and provision of the service.

The user/client agrees to notify any change or cancellation of the consultation date and/or time at least 48 working hours before the agreed appointment, or alternatively before receiving the consultation reminder or confirmation message, through the contact channels provided by BTTR and within the available customer service hours.

If the change or cancellation is not communicated within the indicated timeframe, the user/client will be required to pay 50% of the corresponding consultation fee. As the consultation will have already been paid for in advance, BTTR will proceed with the refund of the corresponding proportional amount.

In the event of non-attendance without prior notice before the consultation reminder or confirmation message, the user/client will be required to pay the full amount of the consultation.

For both in-person and online consultations, a maximum grace period of 10 minutes for delays is established. After this period, the consultation may be considered cancelled, and the conditions established in the previous section will apply.

BTTR reserves the right to experience occasional delays at the start of consultations due to operational or technical reasons, or due to attending to other users. In such cases, BTTR guarantees the maintenance of the full duration of the consultation. If, due to the delay caused, the user/client is unable to adapt to the new proposed schedule, a new date for the consultation will be arranged at no additional cost.

SERVICE CONTINUITY

The user/client agrees to attend all previously agreed and scheduled consultations in a continuous, chronological and punctual manner with the professional responsible for the contracted service.

The second and third consultations must take place approximately every two weeks from the date of the initial consultation. If they are not carried out within the established timeframe without prior agreement with BTTR, the corresponding fees for these consultations must be paid again before a new appointment can be scheduled.

If the user/client decides to interrupt the service or delays the continuation of the follow-up process for a period exceeding two months without prior agreement between both parties, resuming the service will be considered a new follow-up opening and will require payment of 55% of the initial consultation fee, with a duration of 45 minutes.

If more than one year has passed since the interruption or pause of the service and the user wishes to resume it, the initial assessment process must be restarted, including payment for an initial consultation and two follow-up adjustment consultations, according to the terms and conditions in force at that time.

CONSULTATION FORMAT

Due to the nature of the services provided by BTTR and for reasons related to travel, scheduling organisation or operational availability, in-person consultations may be replaced by online consultations, with prior notice to the user/client.

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LECTURES, WORKSHOPS, ONLINE COURSES, COMMUNITY MENU MANAGEMENT, FERMENTATION AND CHEFFING:

PAYMENTS, TERMS AND CONDITIONS OF USE

- For talks, workshops, community menu management, or NutriChef services, an order sheet is attached to this document, detailing each service to be provided and its price, for client acceptance. Since the performance of these services by Chloé Estandía requires prior research, purchase of materials/ingredients, and preparation of documents, upon acceptance of the quote by the user, 50% of the fixed price plus the corresponding taxes must be paid through the previously established payment methods. The remaining 50% will be paid upon completion of the service, and Chloé Estandía will issue the corresponding receipt/invoice for each payment made.
- For both online and in-person workshops, 50% of the price (or the indicated amount corresponding to the service) must be paid through any of the established payment methods as a "reservation fee," with the remaining 50% paid upon completion of the service. Chloé Estandía will issue the corresponding receipt/invoice for each payment made.
- For the Fermentista Online Series, once the theoretical document and practical video have been delivered and used, the purchase cannot be canceled, and the service cost will not be refunded.

WITHDRAWAL

- The user/client has the right to withdraw from any contracted services that have not yet been executed, in accordance with the deadlines and procedures established by consumer and user protection laws.
- Once the withdrawal period available to the client has passed, the service fees will be paid in accordance with the deadlines established in the contract.
- In the case of services such as talks, workshops, community menu management, or NutriChef services, if Chloé Estandía has begun preparing the necessary materials, designing, studying, and preparing for her intervention, or purchasing the required materials or ingredients for the contracted service, the user will forfeit the amount paid upon acceptance of the quote as compensation for the work already completed. The cost corresponding to this amount is specified in the attached order sheet.

SERVICE CANCELLATION

- The company reserves the right to cancel the service for users/clients who fail to attend scheduled consultations, particularly the first two (initial and adjustment consultations), even with prior notice, and/or those who do not make payments at the specified time.

Back to the Roots - Nutrición Consciente

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TERMS AND CONDITIONS

BACK TO THE ROOTS NUTRICIÓN CONSCIENTE

PERSONAL DATA PROTECTION

- The personal data provided will be processed under the responsibility of Chloé Estandía, holder of NIF 721484222K, who exclusively owns the databases (whether automated or not) where said data will be stored, adopting all necessary technical, organizational, and security measures to guarantee the confidentiality, integrity, and quality of the information, in accordance with current data protection regulations.
- The purpose of the data processing is the management and maintenance of the commercial and administrative relationship derived from the contracted services. Data will not be disclosed to third parties, except when legally required.
- The user/client may exercise their rights of access, rectification, erasure, objection, restriction of processing, and data portability at any time, by submitting a written request to the following email address: cloestandiabaumont@gmail.com.
- Personal data will be retained for a maximum period of one year after the termination, cancellation, or discontinuation of the service, during which the user may request its resumption. After this period, the data will be securely deleted.

LIABILITY AND FORCE MAJEURE

- Chloé Estandía shall not be held liable for the inability to carry out consultations, workshops, talks, training sessions, production of fermented foods, or private chef services when such inability results from force majeure or circumstances beyond her control. These include, but are not limited to: health issues, accidents, legal restrictions, interruption of essential supplies, event cancellations due to external causes, natural disasters, public health crises, unforeseen technical failures, or any other unavoidable event that prevents the provision of the service.
- In such cases, the user/client agrees that no claims for damages or compensation may be made, beyond, where applicable, a refund of the amount paid for the service not provided.
- In any case, Chloé Estandía's liability regarding any service provided—including private consultations, workshops, talks, on-site or online training, production of fermented products, or private chef services—shall be strictly limited to the refund of the amount paid for the respective service. Indirect damages, loss of opportunities, loss of profits, or any consequential economic losses are expressly excluded.

IMPORTANT TO KNOW

- The user/client agrees to always provide truthful information and to fill out the form in the same manner.
- Any distribution, disclosure, or publication of any content provided to the user/client during the business relationship, either physically or electronically, is strictly prohibited unless prior written permission is obtained from authorized personnel. The user/client may not display, publish, copy, reproduce, distribute, transmit, modify, perform, broadcast, transfer, or create derivative works from any of the documents, materials, or information provided during BTTR's nutrition service.
- This guarantees the user's commitment to their own well-being, the established goals, and the professional work provided.
- The user declares that they are of legal age and have the capacity to comply with these terms and conditions.
- The company reserves the right to modify these Terms and Conditions at any time, without retroactive effect. Users may request the updated document at any time.
- If you have completed and signed this document in physical form, the company commits to sending you an electronic copy within 24 hours if you so request. We recommend that you save a copy, as this version will not be archived.

Billing Information of the User

Full Name:

ID:

Address:

I have read and accept the terms and conditions:

Date:

Place:

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