

Terms of Service

Effective: 1 September 2026 · version 1.1

Summary

This summary is provided for convenience only. It does not form part of the contract, and the numbered clauses below govern.

- The Provider is Klara Kisznyer, a nutritionist and sole trader in Co. Carlow, trading as “Nutrition by Klara”.
- The Services consist of nutrition consultation and coaching. They do not constitute a medical service. No diagnosis, treatment or prescription is provided, and nothing supplied under these Terms replaces the Client's general practitioner or any other treating clinician.
- The Client must be 18 or over to purchase.
- Payment is taken at checkout. The Provider is not registered for VAT.
- A statutory right to cancel within 14 days applies to any purchase made online, beginning on the day of purchase. That right can be lost, and clause 12 explains how.
- Separately, any Session may be rescheduled free of charge at any time. Cancellation 24 hours or more before a Session carries a full refund or a free rebooking. Cancellation within 24 hours is chargeable at 50%. A missed Session without notice is chargeable in full. Clause 13 sets out the detail.
- A Programme may be stopped at any time, with payment due only for the coaching actually delivered, whether the Client paid in full or by monthly plan. Clause 22 sets out the calculation.
- Programme Sessions must be used within the Programme window unless the Provider has been told that the Client is stopping; a Programme Session that is not attended and not cancelled is used up. Clause 11 sets out the timing.

- Digital Guides are licensed to the Client personally. They may not be resold, republished or shared, or used to train an artificial-intelligence system.

1. The Parties, and the scope of these Terms

1.1. This website is operated by Klara Kisznyer, sole trader, trading as “Nutrition by Klara” (the “Provider”). These Terms of Service (the “Terms”) govern the supply of the Provider's services and digital products, and the use of the website at www.nutritionbyklara.com (the “Website”).

1.2. In these Terms, the “Client” means the person purchasing from the Provider or attending a Session. The Provider and the Client are together referred to as the “Parties”.

1.3. The Provider's details are:

- **Legal status:** sole trader, being an individual carrying on business in her own name
- **Trading name:** Nutrition by Klara
- **Business register:** Register of Business Names maintained by the Companies Registration Office, Ireland — registration number 775671
- **Address of establishment and address for complaints:** 1 Milford Park, Ballinabrannagh, Co. Carlow, R93 K263, Ireland
- **Email:** info@nutritionbyklara.com
- **Telephone:** [085 203 4929](tel:0852034929) (or +353 85 203 4929 from outside Ireland)
- **VAT:** the Provider is not registered for VAT, and no VAT is charged on or shown in the prices

1.4. Calls to the telephone number above are charged at no more than the basic rate for the network used by the caller. No premium-rate line is operated.

1.5. The Services are delivered personally by Klara Kisznyer, whose qualifications are set out in clause 6.

1.6. **Marketing choices.** The Client may register a choice as to whether marketing emails are to be received, and may change that choice at any time. Every form on the Website by which the Client may be added to the mailing list allows that choice to be registered, and the option is never pre-selected. To opt out at any later time, the Client may use the unsubscribe link contained in any marketing email, or email info@nutritionbyklara.com. Clause 15 sets out the detail.

2. Application of these Terms

2.1. These Terms apply to everything sold and supplied through the Website, including consultations, coaching programmes, add-on sessions, Digital Guides and the Free Call. They also govern use of the Website itself.

2.2. The contract between the Parties consists of:

- (a) these Terms;
- (b) the order confirmation sent to the Client by email, which records the purchase, the sum paid, and the version of these Terms that applied; and
- (c) the description of the service or product appearing on the page from which it was purchased.

2.3. Where the order confirmation and these Terms conflict, the order confirmation prevails in respect of that order.

2.4. These Terms should be read together with the [Privacy Policy](#) and [Cookie Policy](#), which explain how personal data is collected, used, stored and protected. Those policies do not form part of this contract. Attention is drawn in particular to the health information provided by the Client, which is sensitive and is processed under a separate explicit consent.

2.5. The Client deals with the Provider as a consumer where the purchase is made for purposes wholly or mainly outside the Client's trade, business, craft or profession. Consumers have important statutory rights, and these Terms are written on the basis that the Client is a consumer. Clause 4.4 applies where the Client is not.

2.6. Availability of these Terms. These Terms are supplied in a form which may be stored, printed and reproduced. A dated and version-numbered copy is attached to the order confirmation email as a PDF file. The Privacy Policy and Cookie Policy are linked from that email and are available on the Website at all times. Every version of these Terms is retained on the Website.

2.7. The language of this contract, and of all communications between the Parties concerning it, is English.

3. Definitions

Term	Meaning
"Client"	the person purchasing from the Provider or attending a Session
"CRA 2022"	the Consumer Rights Act 2022 (No. 37 of 2022)
"Digital Guide"	a downloadable file, ordinarily in PDF format, sold by the Provider, being digital content not supplied on a tangible medium
"Enrolment"	the Client's place on a Programme, running from a start date for a fixed number of days
"Free Call"	the free 15-minute introductory video call
"Parties"	the Provider and the Client
"Programme"	a coaching package supplied for a single price and delivered over a fixed period from a start date, made up of one or more Sessions provided together as a set (rather than a single Session bought on its own). The Reset, the themed packages, The 28-Day Kickstart, The Klara Method and The Reset + Blueprint Boost are current Programmes, and the term applies equally to any similar package the Provider offers from time to time, including one sold as part of a bundle
"Provider"	Klara Kisznyer, sole trader, trading as Nutrition by Klara
"Services"	the consultation, coaching and related services supplied under these Terms
"Session"	a single scheduled appointment
"Session Entitlement"	the right to book one Session under a Programme or bundle
"Website"	www.nutritionbyklara.com

4. Eligibility

4.1. The Client must be 18 or over. The consultation service is provided to adults only. Where a booking is made on behalf of another person, that person must also be 18 or over and must accept these Terms directly before their first Session.

4.2. By booking, the Client confirms that they are 18 or over, that they have legal capacity to enter into this contract, and that the information provided is true and complete so far as the Client is aware.

4.3. The Provider may decline or terminate an engagement where nutrition coaching is considered not to be appropriate, safe or effective in the Client's circumstances, including where the matters described require medical or psychological care which the Provider is not qualified to provide. Where an engagement is declined or terminated on this ground, the Provider will explain the reasons, indicate where appropriate assistance may be obtained, and refund in full anything not delivered.

4.4. **Business customers.** Nothing on the corporate pages of the Website is offered for sale and no prices are displayed there. Corporate work is arranged by enquiry and, if it proceeds, under a separate written agreement. A business purchaser is not a consumer, and accordingly the consumer protections contained in these Terms and in the CRA 2022 do not apply to such a purchaser. The free 30-minute corporate discovery call is distinct from the Free Call described in clause 7.6.

5. Nature of the Services

5.1. **What is provided.** The Services consist of nutrition consultation, education and coaching. The Client's diet and lifestyle are considered, the relevant evidence is explained, and assistance is given in establishing a sustainable way of eating. That constitutes the entirety of the Services.

5.2. **What is not provided.** The Provider is not a doctor, dietitian, psychologist or other regulated healthcare professional, and does not provide medical care. In particular, the Provider does not:

- (a) diagnose any condition;
- (b) treat, cure or manage any disease;
- (c) prescribe, supply or adjust any medication, or advise the discontinuation of any medication, including GLP-1 medications;
- (d) order or interpret medical tests as a clinician would;
- (e) provide emergency, urgent or crisis care; or
- (f) provide anything which substitutes for advice from a qualified medical practitioner.

5.3. The Services operate alongside the Client's general practitioner and not in place of that practitioner. Where the Client has a medical condition, is pregnant or breastfeeding, is taking medication, or is under the care of any clinician, that clinician should be kept informed and their advice followed. Where their advice and the Provider's conflict, theirs is to be followed.

5.4. Emergencies. In the event of a medical emergency, or a suspected medical emergency, call 112 or 999 or seek immediate medical attention.

Email, the booking system and messages to the Provider must not be used to report an emergency. Messages are not monitored outside working hours and urgent situations cannot be responded to.

5.5. No guaranteed outcome. Nutrition coaching is a professional service and not a product carrying a guaranteed result. Outcomes depend on matters within neither Party's control, including the Client's body, health, circumstances and conduct between Sessions. The Services will be provided with reasonable care and skill in accordance with clause 17, but no particular weight, measurement, symptom, test result or timeframe is promised, and no statement in the Provider's marketing is to be construed as such a promise.

6. Qualifications, titles and insurance

6.1. The Services are delivered personally by Klara Kisznyer, who is an MNU Certified Nutritionist and holds the Level 5 Diploma in Advanced Nutrition Science from Mac-Nutrition Uni (2025), entitling her to use the post-nominal MN.Nutr. That is a United Kingdom vocational qualification regulated within the Regulated Qualifications Framework. It is not a university degree and it is not a State registration in Ireland.

6.2. "Nutritionist" is not a protected title in Ireland. There is no State register of nutritionists in the State and no statutory regulator of the title. The Provider is lawfully entitled to use the title, but the title itself provides no assurance of competence. The qualification described in clause 6.1 does.

6.3. The Provider is not a dietitian. The titles "dietitian" and "dietician" are protected in Ireland and may lawfully be used only by persons registered with CORU. The Provider is not registered with CORU and does not hold herself out as a dietitian.

6.4. **Foyht.** The Provider is a member of Foyht — The Association for Professional Therapists & Practitioners. Foyht is a United Kingdom membership association and practitioner directory. It is not a regulator, membership of it is not a licence, and its

“Approval” does not constitute accreditation. Membership adds nothing to the qualification described in clause 6.1 and should not be treated as if it did.

6.5. Insurance. The Provider holds professional indemnity insurance appropriate to her practice. Details are available on request.

7. Services, products and prices

7.1. Consultations and programmes. The prices set out below were current at the version date of these Terms.

Service	Structure	Price
Free 15-minute call	A suitability discussion, by video call. No intake form, no advice and no obligation.	Free
The Blueprint	One 60-minute consultation. The booking constitutes the service.	€119
The Reset	60 days. One 60-minute intake and 7 × 20-minute check-ins, on a 7-day cadence.	€199
Sustainable Fat Loss (women 35+)	Reset structure and duration, themed.	€199
Craving & Energy Reset (insulin resistance)	Reset structure and duration, themed.	€199
Gut Health & Energy	Reset structure and duration, themed.	€199
The 28-Day Kickstart	28 days. One 60-minute kick-off session only.	€99
The Klara Method	182 days. One 90-minute intake and 11 × 45-minute sessions, on a 14-day cadence.	€699, or €133 per month for 6 months
The Reset + Blueprint Boost	The Reset, together with one 60-minute deep-dive session.	€298
Follow-up consultation	30 minutes. Available as an add-on on single-session purchases (clause 7.2); usable within the window in clause 7.7.	€40

7.2. Add-ons available at checkout.

Add-on	Available on	Price
Follow-up consultation (30 minutes)	Single-session purchases only	€40
Partner consultation (60 minutes)	Programmes only	€90
Blueprint deep-dive (60 minutes)	Programmes only, and not on The Reset + Blueprint Boost	€99 (the same session purchased separately is €119)

7.3. Digital Guides. Downloadable guides are also sold. Prices are displayed on each product page, as the range changes from time to time. Up to 8 items may be held in the basket at any one time.

7.4. Prices, VAT and additional charges. All prices are stated in euro. The price displayed at checkout when the order is placed is the price applicable to the contract, notwithstanding any subsequent change to the price displayed on the Website. As the Provider is not registered for VAT, no VAT is charged and the price displayed is the total price. There are no booking fees, card fees, delivery charges or other additional charges. Prices are not personalised by means of automated decision-making, and no deposit or financial guarantee is required.

7.5. Payment options. Where a package is offered with a monthly option, both options are displayed together before selection, and the option selected is the price of the contract.

Package	Pay in full	Monthly
The Reset and the themed €199 packages	€199	€125 per month for 2 months
The Klara Method	€699	€133 per month for 6 months

The Blueprint, The 28-Day Kickstart, The Reset + Blueprint Boost and the follow-up consultation are available on a pay-in-full basis only. A monthly plan is a fixed-length subscription which ends automatically when the final payment is taken and which never renews. A monthly plan may be stopped part-way through in accordance with clause 22.1.

7.6. The Free Call. One Free Call is available per person, on one occasion only, and is held by video call. It is a discussion as to suitability. It is not a consultation and no nutrition advice is given during it. The Provider may re-issue it by invitation at her discretion.

7.7. The €40 follow-up consultation. This is offered as an add-on at checkout on single-session purchases (clause 7.2). It may be used only within 28 days of the end of the Client's Programme or of the Client's last paid Session, whichever is the later. A Free Call does not constitute a starting point for that period.

8. Formation of the contract

8.1. Technical steps. To purchase, the Client selects a service or guide; where a Session is involved, selects a slot; provides the details requested; where applicable, completes and submits the intake form; reviews the order summary; and confirms payment. The order button is labelled so as to make clear that placing the order creates an obligation to pay.

8.2. Correction of input errors. Before confirming, the Client may return to and amend anything entered. Every step is editable, and the order summary displays the purchase about to be made. It should be checked. Where an error is identified after ordering, the Client should email the Provider immediately and it will be corrected if possible.

8.3. Conclusion of the contract. The order constitutes an offer. The contract is concluded when payment is successfully authorised and the Provider sends an order confirmation by email. Where payment fails, no contract is concluded.

8.4. Acknowledgement and confirmation. The order will be acknowledged by email without undue delay. That email constitutes confirmation of the contract on a durable medium. It:

- (a) sets out the purchase, the price and the booking;
- (b) attaches these Terms as a dated, version-numbered PDF, which contains the information about the right to cancel and the model cancellation form; and
- (c) records any confirmation given by the Client under clause 12.6 or clause 12.8.

The Terms, the cancellation information and the model cancellation form are provided as the attached file, and not merely as a link to the Website.

8.5. **Slot holds.** On commencement of checkout for a Session, the slot is held for 30 minutes. If payment is not completed within that period, the hold is released and the slot returns to general availability. A hold does not constitute a booking.

8.6. **Failure of a booking to appear.** Bookings are created automatically upon confirmation of payment, with a secondary process which runs when the success page is reached. Where payment has been made and no confirmation is received within a few minutes, the Client should email the Provider. A contract exists and will be honoured.

8.7. **Filing.** A record of the contract is retained by the Provider and a copy may be requested at any time. The order confirmation email is the Client's own copy and should be retained.

9. Payment

9.1. Payment is taken at checkout, in advance of delivery of the Services.

9.2. **Stripe.** Payments are processed by Stripe Payments Europe, Limited. The Provider is the merchant of record and Stripe acts on her behalf. Card details are handled by Stripe and do not reach the Provider's systems. The payment methods offered are those which Stripe makes available for the Client's device and country. Klarna is not enabled.

9.3. **Missed monthly payments.** Where a monthly payment fails, it will be retried automatically. If it remains unpaid the Provider will make contact. If it remains unpaid thereafter, bookings may be suspended until the matter is resolved, in accordance with clause 22.

9.4. **Chargebacks.** Where a payment is considered to be incorrect, the Client should email the Provider in the first instance, which is faster and allows the matter to be corrected directly. Where a chargeback is raised with the Client's bank and determined against the Provider, the payment has been recovered from the Provider, and accordingly outstanding bookings may be cancelled, the Enrolment and any unused Session Entitlements terminated, and any Digital Guide download links invalidated. This clause does not affect the right to cancel under clause 12 or the statutory rights under clause 17.

10. Booking, formats and rescheduling

10.1. **Formats.** Sessions are delivered by video, or in person at Edenbrook, Carlow or at The Surgery, Castledermot. Nothing is delivered by telephone: neither coaching nor the Free Call, which is a video call and is not held in person.

10.2. **Notice required to book.** At least 72 hours (three days) in advance, for video and in-person Sessions alike. Bookings may be made up to 28 days in advance.

10.3. **Consecutive appointments.** Appointments are scheduled consecutively without intervening gaps. Punctual attendance is required. A late start reduces the time available within the Client's own Session, and it will not ordinarily be possible to continue beyond the scheduled finishing time.

10.4. **Rescheduling.** Any Session may be moved using the link contained in the confirmation email. There is no timing restriction and no charge, at any time up to the commencement of the Session. Rescheduling is subject to availability and to the timing requirements in clauses 10.2 and 11.

10.5. A Session which has already taken place cannot be cancelled.

10.6. **Changes made by the Provider.** Where the Provider cancels or moves a Session, a reschedule or a refund will be offered, at the Client's election. Where the Provider cancels a Session forming part of a Programme, that Session returns to the Programme for rebooking.

10.7. **Video Sessions.** The Client should join from a private, quiet and safe location in which health matters may be discussed. The Client is responsible for their own device and internet connection. Where the connection fails and meaningful time is lost, the time will be made up or the Session rescheduled at no charge.

10.8. **Recording.** Neither Party will record a Session without the agreement of the other, given before recording commences.

11. Programmes: sessions, cadence and expiry

11.1. **Session Entitlements.** On purchase of a Programme, the Enrolment is created and the full set of Session Entitlements which the Programme includes is issued. Each Entitlement is redeemed into a booking using the Client's link, or may be booked by the Provider on the Client's behalf.

11.2. Each Session Entitlement may be used for one Session only.

11.3. **Cadence.** Check-in Sessions become available over time rather than all at once, as the value of coaching lies in its spacing. Each Programme's cadence is stated on its product page and confirmed at purchase; the nth check-in becomes bookable once n multiplied by that cadence has elapsed from the start date, and where a Programme has no cadence its Sessions are available from the start. The cadences for the current Programmes are:

Programme	Cadence
The Reset and the themed packages	7 days
The Klara Method	14 days
The 28-Day Kickstart	No cadence

11.4. **The window, and expiry.** The Enrolment runs for the Programme's stated duration from the start date — for the current Programmes, 60 days for The Reset, 28 days for The 28-Day Kickstart and 182 days for The Klara Method. A further 30 days are then available in which to use anything not yet booked, after which unused Session Entitlements expire and cannot be used. Where a Programme is purchased as part of a basket bundle, the intake Session carries a 90-day window instead.

11.5. **Expiry is distinct from stopping.** While a Programme is running it may be stopped at any time, with repayment for coaching not received, in accordance with clause 22.1 and without any reason being given. Expiry operates only where the Client has neither used the Sessions nor notified the Provider of an intention to stop, by the time the window closes. Clause 11.7 accordingly requires a reminder to be issued first. Where the remaining Sessions are not to be used, the Client should say so before the window closes, and clause 22.1 will apply instead.

11.6. **Rationale for the window.** Programmes are time-bound coaching arcs. The Sessions constitute reserved capacity in the Provider's diary, are priced as a set and are effective only as a set. An open-ended entitlement would be a different product at a different price.

11.7. **Reminders and extensions.** A reminder will be issued before the window closes. Where a request is made before the Entitlements expire, the window will be extended where there is good reason to do so, including illness, bereavement, the

birth of a child, a period in hospital or any comparable circumstance. Requests should be sent to info@nutritionbyklara.com.

11.8. Cancelling a Programme Session, and no-shows. Where the Client cancels a Session forming part of a Programme or bundle, the Session Entitlement returns to the Programme and may be rebooked within the window. It is not separately refunded, as Programme Sessions are not separately priced. Where the Client neither attends a Programme Session nor cancels it (a no-show), the Session Entitlement is used up and is not returned. Because a Session may be rescheduled free of charge at any time up to the moment it starts (clause 10.4), a no-show is always avoidable.

11.9. The €40 follow-up consultation. Where the Client cancels a follow-up consultation, the entitlement is consumed and clause 13 determines the refund. Where the Provider cancels it, it returns to the Client for rebooking.

12. The statutory right to cancel within 14 days

12.1. The right. As purchases are made online and without the Parties meeting, each purchase is a distance contract. Under Part 5, Chapter 5 of the CRA 2022 the Client has the right to cancel it within 14 days without giving any reason. This right is separate from, and additional to, the Provider's own cancellation policy in clause 13.

12.2. The period. For consultations, programmes and Digital Guides, the cancellation period runs for 14 days beginning on the day the contract is concluded, being the day of purchase. It does not run from the date of the Session or from the date of download.

12.3. Where the Provider fails to inform the Client of this right, the cancellation period is extended by 12 months.

12.4. How to cancel. The Provider must be informed before the 14-day period expires. The Client may:

- (a) email info@nutritionbyklara.com;
- (b) use the model cancellation form set out in Schedule 1, although there is no obligation to do so; or
- (c) send any other clear statement that the contract is being cancelled.

Cancellation is in time if the communication is sent before the period expires. Where cancellation is effected through the Website, it will be acknowledged by email

immediately.

12.5. Refunds. Where the Client cancels under this clause and clauses 12.6 to 12.9 do not reduce the sum owed, everything paid will be refunded, by the same means of payment used, within 14 days of the Provider being informed, and at no cost to the Client.

12.6. Beginning before the 14-day period ends: Sessions and Programmes. A Client will usually wish to begin before the 14-day period ends. The Provider may lawfully deliver within the cancellation period, and may lawfully charge for what is delivered, only where the Client has expressly requested that delivery begin and has acknowledged the consequences. Accordingly, at checkout the Client is asked to confirm the following, and the confirmation is recorded in the order confirmation email:

- (a) that the Client requests that the Provider begin providing the Services straight away; and
- (b) that the Client acknowledges that the right to cancel will be lost once the Services have been fully supplied.

12.7. Consequences.

- (a) Where the Services have been fully supplied, that is to say where a single consultation has taken place, the right to cancel is extinguished. This is why the confirmations at clause 12.6 are obtained before the Session rather than after it.
- (b) Where the Client cancels part-way through a Programme, the right to cancel is retained but a proportionate amount is payable for what has already been delivered. That amount is calculated on the total price agreed, in proportion to the coaching time delivered against the total coaching time the Programme includes. By way of worked example: The Reset costs €199 and includes 200 minutes of coaching, being one 60-minute intake and 7 × 20-minute check-ins. On cancellation after the intake, 60 of 200 minutes have been received, being 30%, and accordingly €59.70 is payable and €139.30 is refunded.
- (c) Where the express request and acknowledgement have not been obtained, or the required information concerning the right to cancel and the liability to pay for what is delivered in the interim has not been provided, nothing at all is payable and a full refund will be made, notwithstanding that a Session has been delivered.

12.8. Digital Guides. Digital Guides constitute digital content not supplied on a tangible medium. The download link is issued immediately upon purchase, and supply accordingly begins immediately. At checkout the Client will be asked to confirm that they expressly consent to supply beginning during the 14-day period and that they acknowledge that the right to cancel will thereby be lost. The contract will then be confirmed by email. Where those confirmations are given, the right to cancel that guide is lost once supply begins — that is, once the download link is made available to the Client, whether or not the Client then downloads. Where they are not given, the full 14 days are retained and no liability for the cost arises.

12.9. Free resources. Free lead magnets and free downloads are excluded from the right to cancel once supply has begun, and no consent or acknowledgement is required for that purpose. Nothing turns on the point, as they are free of charge and may be unsubscribed from at any time under clause 15.

12.10. On cancellation of a Digital Guide, the Client must cease using it and must not make it available to any other person, and the download link will be disabled.

12.11. This right cannot be excluded. Nothing in these Terms waives or restricts the Client's rights under Part 5 of the CRA 2022, and any term purporting to do so would not bind the Client.

13. The Provider's cancellation, rescheduling and missed-session policy

13.1. This clause sets out the Provider's own policy in respect of individual Sessions. It is separate from, and does not limit, the statutory right to cancel under clause 12 or the statutory rights under clause 17. Where they overlap, the statutory position prevails.

13.2. The policy.

Reschedule at any time using the link in the confirmation email. There is no timing restriction and no charge.

Cancel 24 hours or more before the Session and the payment is refunded in full. The refund is issued automatically on cancellation. Where a free rebooking is preferred instead, reply to the confirmation email and it will be arranged.

Cancellation within 24 hours is chargeable at 50%, and 50% is refunded automatically. Where a half-price rebooking is preferred instead, reply to the confirmation email.

A missed Session without notice is chargeable in full.

13.3. Rationale. The slot is time which has been set aside and which cannot be filled at short notice, as appointments run consecutively and no waiting list is maintained. A Client who gives notice of non-attendance should not, however, be treated in the same way as one who does not attend at all. As rescheduling is free of charge and subject to no timing restriction at any time up to commencement, a means of incurring no charge is always available.

13.4. Application of the refund tiers. The refund tiers in clause 13.2 apply to separately priced single Sessions, being The Blueprint, The 28-Day Kickstart kick-off Session, the €40 follow-up consultation and paid add-on Sessions. Programme Sessions are not separately priced, so the position differs. Cancelling a Programme Session with notice returns it to the Programme for rebooking within the window (clause 11.8), so there is nothing to refund and nothing to charge. A Programme Session that the Client does not attend and does not cancel (a no-show) is used up and is not returned — the same principle that makes a missed single Session chargeable in full. In each case, a Session that is simply not attended is not given back.

13.5. Waiver. A late-cancellation or missed-session charge may be waived in whole, and frequently is. The Client should say so where the circumstances warrant it.

13.6. Cancellation by the Provider. Where the Provider cancels a Session, a refund or a reschedule is available at the Client's election. Both will be offered in reply.

13.7. Payment of refunds. Refunds are made to the original payment method. Refunds in respect of cancellations made by the Client are processed automatically. Where the Provider cancels, or where clause 13.5 applies, the refund is processed manually and additional time should be allowed.

14. Digital Guides

14.1. Nature. Digital Guides are PDF documents. They will open on any device with a standard PDF reader. No installation, account or subscription is required, and no

digital rights management is applied to the file itself.

14.2. Delivery. On purchase, a private download link is emailed to the Client. The link is valid for 24 hours from delivery. Within that period the file may be downloaded as often as the Client wishes, and no download limit applies. The files are not published elsewhere, and the link is the only means of access.

14.3. Expired links. An expired link will display a message to that effect. On request by email, a replacement link will be issued. No charge is made and no limit applies to the number of requests. Where a guide is subsequently withdrawn from sale, existing links continue to operate, as purchase confers a continuing entitlement.

14.4. Licence. Each guide is licensed to the Client for the Client's own personal and non-commercial use. It may be read, printed and retained. It may not be:

- (a) sold, sub-licensed, rented or otherwise supplied to any other person;
- (b) published or posted anywhere, including in groups, forums, cloud folders or file-sharing services;
- (c) copied or adapted for use with the Client's own clients, patients or staff; or
- (d) used, in whole or in part, to train, fine-tune or evaluate any artificial-intelligence or machine-learning system, or made available to any other person for that purpose.

14.5. Statutory rights concerning the quality of digital content are set out in clause 17 and are unaffected by clause 14.4.

15. Free resources and email

15.1. Free guides are delivered on a double opt-in basis. The guide is requested, a confirmation link is emailed, and nothing is sent until that link has been clicked.

15.2. Where the Client has opted in to marketing emails, they may unsubscribe at any time using the link contained in any email or by emailing the Provider. Marketing consent is always a separate and unselected option and is never bundled with a purchase.

15.3. Where a person signs up for a free guide and does not confirm, the signup is deleted after 30 days. Where a subscriber ceases opening emails over an extended period, one further message will be sent and the subscriber will then be unsubscribed automatically. The [Privacy Policy](#) sets out the detail.

15.4. Emails forming part of the Services, including booking confirmations, reminders, session links and receipts, do not constitute marketing and will continue to be sent while the contract subsists.

16. The Client's obligations

16.1. **Disclosure.** The Client must provide full and accurate information concerning:

- (a) any medical condition which the Client has or suspects;
- (b) all medication taken by the Client, including GLP-1 medications such as Ozempic, Mounjaro or Wegovy, and including any medication under consideration;
- (c) all supplements taken by the Client;
- (d) allergies and intolerances;
- (e) pregnancy or breastfeeding;
- (f) any eating disorder, whether past or present; and
- (g) any other practitioner with whom the Client is working.

16.2. **Currency of information.** The Client must inform the Provider if any of the matters in clause 16.1 changes during the engagement, and in particular on starting, stopping or changing any medication, or on becoming pregnant.

16.3. **Reason.** Advice is constructed on the information provided. Where that information is incomplete or inaccurate, the advice may be inappropriate, and the Provider cannot be responsible for that, as provided in clause 21.4.

16.4. **Further obligations.** The Client must keep their contact details up to date, use the Provider's materials for themselves only, conduct themselves courteously, and attend the Sessions they book.

17. Standards and statutory rights

17.1. **The Provider's obligation.** The Services will be provided with reasonable care and skill, in accordance with the description on the page from which the purchase was made, and within the timescales agreed.

17.2. **The Client's statutory rights.** The Client has rights under the CRA 2022 which cannot be excluded:

- (a) Services, under Part 4: the service must conform to the contract. Where it does not, the Client may require it to be brought into conformity and may, depending on the circumstances, obtain a price reduction or terminate the contract and be refunded.
- (b) Digital Guides, under Part 3: the guide must conform to the contract. Where it does not, the Client may require it to be brought into conformity and may, depending on the circumstances, obtain a price reduction or terminate the contract and be refunded.
- (c) Where the Client terminates a contract under (a) or (b), a refund must be made within 14 days of the Provider being informed, by the same means of payment used and without charge.

17.3. As required by law, the Provider confirms that she is under a legal obligation to supply services and digital content which conform to the contract.

17.4. **No restriction of statutory rights.** No term of these Terms excludes or restricts the Client's statutory rights, and any term purporting to do so would not bind the Client. Where any provision of these Terms appears to conflict with those rights, the statutory rights apply.

17.5. **After-sales support.** The entirety of what is offered is set out in clause 7. No additional commercial guarantee is offered, and no separate charge is made for after-sales support. Where something supplied is not in order, the Client should say so and it will be addressed.

17.6. **Codes of practice.** The Provider is not a member of any trade association and does not subscribe to any code of practice governing this contract.

18. Reviews and testimonials

18.1. **Source of reviews.** The reviews displayed on the Website are drawn automatically from the Provider's Google Business Profile. There is no review form on the Website and no means of submitting a review to the Provider directly.

18.2. **Verification.** Because the law treats this as information to which the Client is entitled, it is stated expressly that the Provider does not verify that persons posting reviews on Google have purchased from her. Google's own controls constitute the only verification which exists. The Provider does not write reviews, pay for reviews or offer any consideration in exchange for a review, and does not

edit, filter or delete reviews by reference to their content. What Google displays is displayed, whether favourable or unfavourable.

18.3. Testimonials. Any testimonial, transformation image or video appearing on the Website represents the experience of one individual and is published with that individual's written permission. It is not a prediction of the Client's results and is not evidence that the Services will be effective for the Client.

19. Intellectual property

19.1. The Provider owns, or is licensed to use, all material on the Website and all material supplied to the Client, including guides, plans, templates, written materials, recordings, text and images. Purchase licenses the Client to use such material and does not transfer ownership of it.

19.2. The Client's licence. The Provider's materials may be used for the Client's own personal and non-commercial purposes for as long as the Client wishes. Clause 14.4 sets out what may not be done and applies to all the Provider's materials and not only to Digital Guides.

19.3. Reservation of rights for text and data mining. The Provider reserves all rights in her content for the purposes of text and data mining, including any use in developing or training artificial-intelligence systems. This reservation applies whether or not the content is publicly available.

19.4. Marks. "Nutrition by Klara" is the Provider's trading name. "MNU Certified Nutritionist", "MN.Nutr" and "Foyht" belong to their respective proprietors and are used in accordance with those proprietors' terms.

20. Confidentiality and personal data

20.1. Confidentiality. Information provided by the Client is treated as confidential. The Provider owes the Client a duty of confidence in equity and under this contract.

20.2. Limits of confidentiality. Information provided by the Client may be disclosed only where:

- (a) the Client requests or agrees that it be disclosed;
- (b) disclosure is required by law or by order of a court; or

- (c) the Provider reasonably believes disclosure to be necessary to prevent serious harm to the Client or to another person.

Where paragraph (c) applies, the Client will be informed of what is being done and why, unless doing so would itself increase the risk of harm.

20.3. Data protection. The Provider is the controller of the Client's personal data. Collection, use, disclosure and retention of that data, including the health information provided on the intake form, is set out in the [Privacy Policy](#), which governs those matters in place of this clause.

20.4. Health data. The health information provided on the intake form constitutes special category data. It is processed only with the Client's explicit consent, given by a separate option which is not bundled with any other matter, and that consent may be withdrawn at any time. The form will not permit completion of the health section until that option has been selected.

20.5. Data-protection rights. Nothing in these Terms restricts the Client's rights under the General Data Protection Regulation or the Data Protection Act 2018, or the right to complain to the Data Protection Commission. Those rights may be exercised at any time, and the [Privacy Policy](#) explains how.

21. The Provider's liability

21.1. Liability which is never limited. Nothing in these Terms limits or excludes the Provider's liability for:

- (a) death or personal injury caused by the Provider's negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) any breach of the Client's statutory rights under the CRA 2022; or
- (d) any other matter which cannot lawfully be limited or excluded.

21.2. Liability which is accepted. Where the Provider fails to comply with her obligations under these Terms, she is responsible for loss or damage suffered by the Client which is a foreseeable result of that failure.

21.3. Limit. Subject to clause 21.1, the Provider's total liability arising out of or in connection with any single engagement is limited to the amount paid by the Client in respect of that engagement.

21.4. Liability which is not accepted. Subject to clause 21.1, the Provider is not responsible for:

- (a) loss caused by information provided by the Client being incomplete, inaccurate or out of date, as provided in clause 16;
- (b) any decision made by the Client concerning medication, medical treatment or clinical care, such matters being for the Client's doctor;
- (c) the Client's failure to follow advice given by the Provider or by a clinician;
- (d) any outcome hoped for and not obtained, where the Services have been provided with reasonable care and skill, as provided in clause 5.5; or
- (e) business losses. Where the Services are used for any business purpose, the Provider has no liability for loss of profit, loss of business, business interruption or loss of opportunity.

21.5. The statutory rights under clause 17 are unaffected by this clause 21.

22. Stopping, suspension and termination

22.1. The Client may stop at any time. On being informed that the Client wishes to stop, the Provider will end the Programme from that point, and payment is due only for the coaching actually delivered. That sum is calculated on the same basis as clause 12.7(b), being the coaching time delivered against the total coaching time the Programme includes, applied to the price agreed. For this calculation, a Session used up by a no-show (clause 13.4) counts as delivered.

- (a) Where the Client is on a monthly plan, the plan is cancelled and no further payment is taken. Where payment has been made beyond the point at which the Client stopped, the difference is refunded.
- (b) Where the Client paid in full, the balance is refunded.

Payment will be made within 14 days of the Provider being informed. No reason need be given and no charge is made for stopping. Where the sum calculated exceeds the amount in fact paid to date, the difference will not be sought from the Client, and accordingly stopping never leaves the Client owing money to the Provider.

By way of worked example: The Klara Method includes 585 minutes of coaching, being a 90-minute intake and 11 × 45-minute Sessions, for €699. On stopping after the intake and five check-ins, 315 of the 585 minutes have been received — that is, 315/585 of the price, or approximately 54% — and accordingly €376.38 is payable.

A Client who paid in full would be refunded €322.62. A Client on the monthly plan would have paid €399 by that point, and accordingly €22.62 would be refunded and no further payment taken.

22.2. Clause 22.1 constitutes the Provider's own policy. It operates in addition to the statutory rights under clauses 12 and 17 and does not replace them. Where the statutory position affords more, more is received.

22.3. **Suspension and termination by the Provider.** The Provider may suspend or terminate the contract where:

- (a) a payment due remains unpaid after the matter has been raised with the Client;
- (b) a payment is reversed by chargeback and determined against the Provider, as provided in clause 9.4;
- (c) the Client is abusive or threatening towards the Provider;
- (d) the Client repeatedly fails to attend Sessions without notice; or
- (e) clause 4.3 applies.

22.4. **Consequences of termination by the Provider.** Under paragraphs (a) and (b) of clause 22.3, no refund is due in respect of sums unpaid. Under paragraphs (c), (d) and (e), a pro rata refund will be made for what has not been delivered, calculated in accordance with clause 12.7(b).

22.5. **Survival.** Termination does not affect clauses 14.4, 19, 20, 21, 24 and 25, or any right or liability which has already accrued.

23. Matters outside the Provider's control

Where something genuinely beyond the Provider's reasonable control prevents delivery, including serious illness, bereavement, failure of power or internet services in the Provider's area, extreme weather or a public health measure, the Client will be contacted as soon as possible and offered a reschedule or a refund in respect of what is affected, at the Client's election. No charge will be made for a Session which could not be delivered.

24. Complaints and disputes

24.1. Complaints. The Client should email info@nutritionbyklara.com with “Complaint” in the subject line, setting out the matter complained of. The complaint will be acknowledged within 5 working days and a substantive response provided within 20 working days. Where longer is required, the reason will be explained and an indication given of when a response may be expected. No charge is made and the Client's other rights are unaffected.

24.2. Alternative dispute resolution. The Provider is not obliged to use, and does not commit to using, any alternative dispute resolution entity, and is not subject to any out-of-court redress mechanism. Where a complaint cannot be settled between the Parties, the Provider will write to the Client and state whether any alternative dispute resolution entity listed by the Competition and Consumer Protection Commission covers her activities and, if so, whether she is willing to use it.

24.3. Independent information. The Competition and Consumer Protection Commission publishes free guidance on consumer rights in Ireland at ccpc.ie. A Client resident in another EEA state may be assisted by the European Consumer Centre Ireland at eccireland.ie. Neither constitutes a commitment on the Provider's part, and directing the Client to them does not affect the right to bring court proceedings.

24.4. The EU Online Dispute Resolution platform. That platform was discontinued on 20 July 2025. Any reference to it remaining on the Website is an error and should be reported to the Provider.

25. Governing law and jurisdiction

25.1. These Terms and the contract between the Parties are governed by Irish law.

25.2. Where the Client is a consumer resident in another EEA state, clause 25.1 does not deprive the Client of the protection of any mandatory consumer rules of the country in which the Client habitually resides. Those rules continue to apply irrespective of this contract.

25.3. Jurisdiction. The Irish courts have jurisdiction over any dispute. Where the Client is a consumer, that does not restrict the Client's position: proceedings may be brought against the Provider either in Ireland or in the courts of the place in

which the Client resides, and the Provider may bring proceedings against the Client only in the courts of the place in which the Client resides.

26. Changes to these Terms

26.1. The version applicable to a contract is the version in force when the order was placed. The order confirmation records which version that was. The terms of a contract already concluded cannot be varied.

26.2. These Terms may be varied in respect of future orders, whether to reflect a change in the law, in what is offered, or in how the business operates. The current version is always available on this page with its version number and effective date, and previous versions are archived. Changes in the law which confer rights on the Client apply whether or not this page has been updated.

27. General

27.1. **Entire agreement.** These Terms, the order confirmation and the description of what was purchased constitute the entirety of the agreement between the Parties. This clause does not affect the Client's statutory rights, any liability of the Provider for fraudulent misrepresentation, or any statement actually made to the Client upon which the Client relied.

27.2. **Severance.** Where a court finds any provision of these Terms unenforceable, the remaining provisions continue in effect.

27.3. **No waiver by delay.** Where the Provider does not insist upon a matter immediately, or excuses a matter on one occasion, that does not prevent her from insisting upon it subsequently.

27.4. **Assignment.** The Client may not transfer the contract, the Programme or any Session Entitlement to any other person without the Provider's written agreement. The Provider may transfer her rights and obligations in the event of a restructuring of the business, provided that doing so does not reduce the Client's rights, and notice will be given in advance.

27.5. **Third parties.** No person other than the Parties has any right to enforce this contract.

27.6. **Notices.** Email is sufficient for all purposes, in both directions. Emails to the Provider should be sent to info@nutritionbyklara.com. Emails to the Client will be sent to the address recorded on the order.

28. Contact details

Klara Kisznyer, trading as Nutrition by Klara

- **Address:** 1 Milford Park, Ballinabrannagh, Co. Carlow, R93 K263, Ireland
- **Email:** info@nutritionbyklara.com
- **Telephone:** 085 203 4929 (or +353 85 203 4929 from outside Ireland)

Email is the most effective means of contact.

Schedule 1 — Model cancellation form

Based on the model cancellation form set out in Part 2 of Schedule 4 to the Consumer Rights Act 2022. This form is required only for cancellation under clause 12. There is no obligation to use it, and any clear statement will suffice.

Complete and return this form only if you wish to cancel the contract.

To: Klara Kisznyer, trading as Nutrition by Klara, 1 Milford Park, Ballinabrannagh, Co. Carlow, R93 K263, Ireland — info@nutritionbyklara.com

I hereby give notice that I cancel my contract for the provision of the following service / for the supply of the following digital content (delete as appropriate):

Ordered on: _____

Name of consumer: _____

Address of consumer: _____

Signature of consumer (only if this form is sent on paper):

Date: _____

Schedule 2 — Information concerning the right to cancel

This Schedule gathers in one place the information concerning the right to cancel that a trader must give to a consumer under the Consumer Rights Act 2022 (section 106 and Schedule 3 to that Act). It repeats clause 12.

Your right to cancel. You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period runs for 14 days beginning on the day the contract is concluded.

To exercise the right, you must inform Klara Kisznyer, 1 Milford Park, Ballinabrannagh, Co. Carlow, R93 K263, Ireland; info@nutritionbyklara.com; [085 203 4929](tel:0852034929) (or +353 85 203 4929 from outside Ireland), of your decision to cancel by a clear statement, such as an email. You may use the model form in Schedule 1 but you are not obliged to do so. To meet the deadline, it is sufficient that you send your communication before the period expires.

Effects of cancellation. Where you cancel, all payments received from you will be reimbursed without undue delay and in any event within 14 days of the day on which notification is received. The same means of payment which you used will be used for the reimbursement, and you will incur no fees.

Where you asked for performance to begin during the cancellation period, you must pay an amount in proportion to what has been provided up to the point at which you gave notice of cancellation, compared with the full coverage of the contract.

Circumstances in which the right does not apply or is lost:

- The right to cancel a service contract is lost once the service has been fully supplied, where supply began with your prior express consent and your acknowledgement that the right would be lost upon full supply.

- The right to cancel a paid Digital Guide is lost once supply has begun, where you gave prior express consent to supply beginning during the cancellation period, acknowledged that the right would thereby be lost, and confirmation of the contract was given to you on a durable medium.
- The right does not apply to free digital content once supply has begun.

Version 1.1 — effective 1 September 2026. Previous versions: 1.0 (27 July 2026).

Previous versions

The version in force when an order was placed governs that order (clause 26.1).

Earlier versions stay available here:

- [Version 1.0 — effective 27 July 2026](#)

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