

SANCTUARY HOME

sanctuaryhome.uk · Svetlana Smolyaeva Dip NT mBANT

Terms of Service

Last updated: March 2026 · Governed by the laws of England and Wales

These Terms of Service govern your use of the services provided by Sanctuary Home. By booking a consultation or programme, you confirm that you have read and agree to these terms. Please read them carefully before proceeding.

1. Introduction

These Terms of Service govern your use of the services provided by Sanctuary Home, operated by Svetlana Smolyaeva (Dip NT mBANT), a BANT-registered Nutritional Therapist based in Ross-on-Wye, Herefordshire. By engaging our services, you agree to these terms.

2. Our Services

Sanctuary Home offers the following services:

- Online nutritional therapy consultations (1:1, via video call)
- Intermittent Hypoxia–Hyperoxia Therapy (IHHT) – standalone oxygen therapy sessions
- The Men's Vitality Restoration Programme – a one-day residential experience addressing men's health through functional medicine, IHHT, neurofeedback, somatic sexology, bioresonance, and nutritional therapy
- Functional laboratory testing referrals and interpretation
- Personalised nutrition and lifestyle plans

3. Important Health Disclaimer

Sanctuary Home provides complementary wellness services. We are not a medical practice and do not provide medical diagnosis, medical treatment, or prescription of medications.

Nutritional therapy and the therapies offered within the Men's Vitality Restoration Programme are complementary to, and do not replace, conventional medical care. You are strongly encouraged to consult your GP or specialist regarding any health condition.

Erectile dysfunction can have underlying medical causes including cardiovascular disease, diabetes, and hormonal disorders. We recommend that all clients have received appropriate medical assessment prior to engaging our services.

4. Booking and Payment

- All bookings are confirmed upon receipt of payment or deposit
- The Men's Vitality Restoration Programme requires a non-refundable deposit of 25% at time of booking
- Full payment is due no later than 14 days before the programme date
- Nutritional therapy consultations are payable in full at time of booking
- Prices are as stated on our website at the time of booking and are inclusive of VAT where applicable

5. Cancellation and Refund Policy

Nutritional Therapy Consultations

- Cancellations made more than 48 hours before your appointment: full refund
- Cancellations made within 48 hours: no refund, but the session may be rescheduled once at our discretion
- Non-attendance without notice: full session fee is forfeited

Men's Vitality Restoration Programme

- The 25% deposit is non-refundable under all circumstances
- Cancellation more than 30 days before the programme date: balance refunded in full
- Cancellation 14–30 days before: 50% of the balance refunded
- Cancellation fewer than 14 days before: no refund of balance
- Rescheduling requests must be made at least 30 days in advance and are subject to availability

6. Limitation of Liability

Our liability to you shall not exceed the total amount paid by you for the specific service in question.

Sanctuary Home does not guarantee specific health outcomes. Every individual is biochemically unique and responds differently to nutritional, lifestyle, and therapeutic interventions. Factors including genetics, medical history, compliance, stress, and other variables outside our control will influence your results. By engaging our services, you acknowledge and accept that outcomes cannot be predicted or guaranteed.

We accept no liability for any loss or damage arising from failure to follow the advice given, from interactions with prescribed medications (where you have not informed us of your medication use), or from pre-existing medical conditions not disclosed at the time of consultation.

7. Client Responsibilities

By engaging our services, you agree to:

- Provide accurate and complete health information at the time of consultation
- Inform us of any changes to your medications, health status, or circumstances
- Inform your GP or specialist that you are receiving complementary health support
- Follow programme recommendations responsibly and seek medical advice if symptoms worsen
- Respect the confidentiality of any resources, plans, or materials provided to you

8. Confidentiality

All information shared with Sanctuary Home is treated in strict confidence in accordance with BANT professional guidelines and UK GDPR. Please refer to our Privacy Policy for full details of how your data is collected, stored, and used.

Confidentiality may be broken only in exceptional circumstances where there is a risk to your life or the life of another person, or where we are legally required to disclose information.

9. Intellectual Property

All materials provided by Sanctuary Home – including nutrition plans, protocols, worksheets, and programme materials – are the intellectual property of Sanctuary Home. These materials are provided for your personal use only and may not be reproduced, shared, or distributed without written permission.

10. Governing Law

These Terms of Service are governed by the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Changes to These Terms

We reserve the right to update these Terms of Service. The current version will always be available on our website. Continued use of our services following any update constitutes acceptance of the revised terms.

12. Contact Us

If you have any questions about these Terms of Service, please contact:

- Svetlana Smolyaeva, Sanctuary Home
- Email: info@sanctuaryhome.uk
- Phone: +44 7802 825394
- Website: sanctuaryhome.uk