

Connected Meals, LLC - Client Bill of Rights (effective 12/16/2025)

Nutri-Q

Name: _____

Date: _____

Connected Meals, LLC - Client Bill of Rights *

Disclaimer Title: Connected Meals, LLC - Client Bill of Rights
Disclaimer Content:

Shannon Maset

Connected Meals, LLC

3706 148th St W

Rosemount, MN 55068

651-328-0486

Training and certification: Nutritional Therapy Association graduate, National Board Certified Health and Wellness Coach

THE STATE OF MINNESOTA HAS NOT ADOPTED ANY EDUCATIONAL AND TRAINING STANDARDS FOR UNLICENSED COMPLEMENTARY AND ALTERNATIVE HEALTH CARE PRACTITIONERS. THIS STATEMENT OF CREDENTIALS IS FOR INFORMATION PURPOSES ONLY.

Under Minnesota law, an unlicensed complementary and alternative health care practitioner may not provide a medical diagnosis or recommend discontinuance of medically prescribed treatments. If a client desires a diagnosis from a licensed physician, chiropractor, or acupuncture practitioner, or services from a physician, chiropractor, nurse, osteopathic physician, physical therapist, dietitian, nutritionist, acupuncture practitioner, athletic trainer, or any other type of health care provider, the client may seek such services at any time.

A complementary and alternative health care client has the right to file a complaint by calling Shannon Maset at 651-328-0486 or by mailing a signed copy of the complaint which includes the clients first and last name, date of service and details about the complaint to:

Connected Meals, LLC

Attn: Shannon Maset

3706 148th St W

Rosemount, MN 55068

PAYMENTS AND REFUNDS

An invoice will be sent to the email address that you used when you scheduled your appointment. Payment in full is due upon receipt of the invoice by credit card. If you do not pay in full by the time of service, you will not be allowed to schedule another appointment until outstanding invoices have been paid in full. Due to the amount of work that goes into each service prior to the visit, refunds for 50% of service cost will only be issued if you are unable to attend due to emergency reasons and do not wish to reschedule a future appointment or enroll in a future group session. Refunds will not be given for services that have taken place.

Initial Consultation \$135.00

Follow up coaching session \$45.00

Classes, workshops, and mini-session challenges will vary in price, or could be no charge. This will be clearly communicated when you reserve your spot during booking.

Speaking engagement price will vary

Connected Meals, LLC does not accept insurance, Medicare or medical assistance of any kind. Requests for partial payments or to waive payments will be considered on a case by case basis.

Connected Meals, LLC may receive a commission compensation if supplements are purchased via an affiliate like with Fullscript or Entegro Health.

A client has a right to reasonable notice of changes in services or charges.

The services provided by Connected Meals, LLC, Connected consists of one time 60 minute initial consultation where we go over your initial paperwork and I get to learn more about you - your current struggles, eating habits, cooking & taste preferences. You will also get a few tips that you can start implementing right away. We will then meet every other week for 45 minutes for 5 additional follow-up sessions. Each session we will build upon the foundations of health and wellness and dive into relevant topics to your unique situation. Through a questionnaire, food and lifestyle journaling (including sleep, movement, mood and bowel habits) and our conversations you will receive information on foods, herbs and supplements that can help assist in the body's innate ability to heal itself. The Reset in 20 sessions are booked as needed.

The fundamental goal of the services provided by Connected Meals, LLC is to encourage people to become knowledgeable about—and responsible for—their own health and creating their own meal plans. Through a questionnaire, food and lifestyle journaling (including sleep, movement, mood and bowel habits) and conversations with Connected Meals LLC, the client will receive information on foods, herbs and supplements that can help assist in the body's innate ability to heal itself. Connected Meals LLC will help individuals reach their meal planning, preparing and executing goals through suggestions of foods to incorporate in their meals, recipes to use for inspiration and guidance, and teaching a method to keeping this information organized. It is ultimately up to the client to purchase all ingredients and cook all meals they choose to incorporate into the meal plan they create.

Services provided by Connected Meals, LLC are not designed to treat any specific disease or medical condition, do not provide healthcare, medical, or nutrition care services or attempt to diagnose, treat, prevent or cure conditions or diseases, and not licensed by the State of Minnesota as a nutritionist or a dietitian. No comment or recommendation from Connected Meals, LLC should be construed as a medical diagnosis or prescription.

Reaching optimal health requires sincere commitment, possible lifestyle changes, and a positive attitude. If you are not willing to change how you eat and live, services provided by Connected Meals, LLC is not the right approach for you. Since every human being is unique on a biochemical level, we cannot guarantee any specific result from our services.

COMMUNICATION

Every client is a biochemical individual, and it is not possible to determine in advance how your body will react to the nutrients or supplements. It is sometimes necessary to adjust your meals. It is your responsibility to do your part by:

Eating a properly prepared, nutrient-dense diet.

Avoiding harmful foods, substances, and behaviors.

Moving your body daily.

Getting plenty of sleep, rest, and relaxation.

Staying in contact with Connected Meals LLC so they can stay abreast of your progress and provide the resources and information going forward.

If your other healthcare providers have any questions regarding the services you receive from Connected Meals LLC, they are free to contact by email at shannon@connectedmeals.com or call 651-328-0486.

APPOINTMENTS

All appointments will be held via online video conference unless another platform for meeting location is agreed upon by client and Connected Meals LLC. At the end of each appointment you can discuss scheduling future appointments with Connected Meals LLC. All requested paperwork must be submitted through Nutri-Q prior to your appointment according to the booking terms and conditions you agreed to. If not, you may be asked to reschedule your appointment.

CANCELLATIONS

You will be charged for your appointment if not canceled at least 24 hours in advance other than for emergency reasons. Please give as much notice as possible if you need to cancel an appointment so that those on the waitlist can be contacted and scheduled. If Connected Meals LLC needs to cancel your appointment you will be given the opportunity to reschedule the appointment.

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Client has a right to complete and current information concerning the practitioner's assessment and recommended service that is to be provided, including the expected duration of the service to be provided. Clients may expect courteous treatment and to be free from verbal, physical, or sexual abuse by the Connected Meals, LLC.

CLIENT PRIVACY POLICY

During the course of your services with Connected Meals LLC, will ask that you provide relevant personal details and information relating to your background, health, lifestyle, etc. (hereafter referred to as "Information"), including but not limited to:

Your full name, physical address, email address, phone number, date of birth, etc.

Your health history, including injuries, surgeries, prescriptions, etc.

This information will be gathered from you via in-person interviews, questionnaires, intake documents, phone, email, mail, video conferences, etc., and used to:

Provide information on foods, herbs and supplements that can help assist in the body's innate ability to heal itself.

Comply with all legal and NTA training obligations.

To ensure the maximum benefit of services provided by Connected Meals, LLC, it is important that your Information is accurate and up to date. If you notice any changes to your health, begin taking new prescriptions, etc., please notify Connected Meals, LLC as soon as possible. It is also your right as a client to access, update, or delete your records at any time. To do so, simply notify Connected Meals, LLC in writing. Client has a right to be allowed access to records and written information from records in accordance with Minnesota State sections [144.291](#) to [144.298](#). Connected Meals, LLC will retain your Information for the length of time you are a client, after which they will take reasonable steps to dispose of your Information in a secure fashion.

Though Connected Meals, LLC is not a HIPAA regulated entity, Connected Meals, LLC is committed to protecting client privacy and upholds the privacy best practices and the policies laid out in the U.S. Standards for Privacy of Individually Identifiable Health Information. Connected Meals, LLC will take all reasonable steps to protect your Information from unauthorized access, use, or disclosure by using strong passwords, up-to-date software on all devices, and locking file cabinets for physical documents. However, even the best security practices cannot guarantee that all stored data will be completely free from third-party interception or corruption.

The client may refuse services, unless otherwise provided by law. The client may assert the client's rights without retaliation.

In accordance with Standards for Privacy of Individually Identifiable Health Information, your consent is required for Connected Meals, LLC to collect, use, and disclose your personal information. By signing below, you acknowledge consent for Connected Meals LLC to collect your Information.

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Agreement

Please type in your full name and today's date to electronically confirm your agreement

Your Full Name

Today's Date