



Set out below is the Booking, Rescheduling and Refunds Policy for **Pursglove Healthcare Consultancy (PHC) LTD, trading under GP2Health, 2 Fawcett Court, Morpeth, Northumberland, NE61 1BG. Company Number 16019378.** Herein referred to as 'The Practice', conduct operations and provide services to patients.

Please ensure that these Terms and Conditions are read, acknowledged, and understood prior to booking or attending any medical consultations, clinical assessments and/or procedural appointments at the Practice.

Definitions

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"The Practice" means **Pursglove Healthcare Consultancy (PHC) LTD, trading under GP2Health, 2 Fawcett Court, Morpeth, Northumberland, NE61 1BG. Company Number 16019378.**

"Patient" refers to any customer of The Practice, seeking medical, clinical or procedural services;

"Booking Fee" means any sum paid by the patient to secure medical, clinical or procedural services at The Practice;

"Medical Consultations", "Clinical Assessments" and "Procedural Appointments" are appointments and/or assessments with a medical professional and/or clinical professional;

"Medical Procedure(s)" are all, and any, procedures which provide medical advice and/or services;

"Data Protection" means all data protection and privacy legislation, regulations, and guidance applicable in respect of a Patient from time to time.

Booking Fee Policy

A **£45.00 Booking Fee** is required for Medical Consultations, Clinical Assessments and/or Procedural Appointments.

Booking Fees are payable via bank transfer, cash or card payment prior to your appointment.

Medical Procedures are not always recommended at the first contact with a Patient, or during a preliminary appointment. This is to allow an adequate cooling off/reflection period for prospective Patients, in accordance with good medical practice.

Medical Procedures may be provided at a preliminary appointment in specific circumstances, and subject to suitability (as assessed by the Medical Professional and/or Clinical Professional).

Any previously paid Booking Fee will be redeemable against subsequently completed Medical Procedures, so long as the Medical Procedure appointment is booked and completed within 30 days from the relevant Medical Consultation or Clinical Assessment appointment and that the Medical Procedure is completed by the same Medical Professional and/or Clinical Professional that conducted the index Medical Consultation or Clinical Assessment.



Booking Fee amounts will be deducted from the total balance of completed Medical procedures

Failure to follow Terms and Conditions may result in cancellation of appointments, reduced appointment durations, or additional charges being incurred.

Booking fees are not transferrable to other patients.

Appointment Policy

To allow for optimal social distancing, to manage footfall within The Practice and prevent unnecessary gathering of multiple persons, all Patients are requested to arrive at the time of the scheduled Medical Consultation, Clinical Assessment and/or Procedural Appointment.

The Practice reserves the right to cancel, postpone or rearrange any Medical Consultations, Clinical Assessments and/or Procedural Appointments if current Government guidelines suggest social distancing should be maintained. In the interest of infection control, Patients with potential infectious diseases will be booked into appointments which minimise exposure to other patients.

To reduce contact time with The Practice team, Patients are asked to prepare themselves for Medical Consultations, Clinical Assessments and/or Procedural Appointments by removing all make-up and Jewellery prior to attendance.

Patients must comply with The Practice guidelines of the wearing of a face covering and sanitising of hands upon entering The Practice. At this time The Practice cannot accommodate any exemptions to these requirements.

To support The Practice and allow for optimal social distancing, it is mandatory that attendance to the clinic is individual (i.e., one Patient only per appointment).

In exceptional circumstances, if there is requirement of another adult to be present during a Medical Consultation, Clinical Assessment and/or Procedural Appointment this must be agreed in advance with the Practice team.

General Cancellation and Rescheduling Policy

The Practice operates a minimum **48-hour cancellation and rescheduling policy**.

Any cancellation, or attempt to reschedule a Medical Consultation, Clinical Assessment and/or Procedural Appointment within 48 hours of the appointment time will result in the **Practice retaining 100% of the original Booking Fee amount**.

Any subsequent Medical Consultation, Clinical Assessment and/or Procedural Appointment **will require a £45 Booking Fee**.

The Practice will accommodate 1 cancellation or rescheduling of a Medical Consultation, Clinical Assessment and/or Procedural Appointment before reserving the right to retain 100% of the original Booking Fee amount.

“No-show” and Late Arrival Policy

Any “no-show” results from failure to attend a Medical Consultation, Clinical Assessment and/or Procedural Appointment without notification to cancel or reschedule.



In the event of a “no-show” The Practice will reserve the right to retain 100% of the original Booking Fee amount.

Any subsequent Medical Consultation, Clinical Assessment and/or Procedural Appointment will require a further £45 Booking Fee.

In the event of a Patient not attending a Medical Consultation, Clinical Assessment and/or Procedural Appointment within 15 minutes of the scheduled appointment time, and not notifying The Practice team of this delay, it will constitute a “no-show” and The Practice will reserve the right to retain 100% of the original Deposit amount.

In this event, The Practice does not have an obligation to reschedule any further Medical Consultation, Clinical Assessment and/or Procedural Appointments without taking a further £45 Booking Fee

If The Practice team is notified of the intention to not attend a Medical Consultation, Clinical Assessment and/or Procedural Appointment within 15 minutes of the scheduled appointment time, there may not be ability for The Practice team to accommodate the appointment at the originally scheduled time and it will be at the discretion of The Practice team, based on individual circumstances, if any subsequent Medical Consultation, Clinical Assessment and/or Procedural Appointment will require a further £45 Booking Fee.

Refunds

Fees paid to The Practice are charged in exchange for the delivery of a Medical Procedure(s) and the accompanying service(s), which is inclusive of Medical Consultation and Clinical Assessment, provision of information and advice for safe procedures with clinically approved products and medical review appointments aftercare advice and support as appropriate.

At The Practice, every care is taken to provide excellent service with factual, honest, and ethical advice.

Medical Procedures are performed in a safe, regulated and inspected clinical environment.

The Practice team are fully trained, and The Practice medical team (Medical Professional and/or Clinical Professional) are fully insured experts in the field of aesthetic/injectable medicine.

Industry-leading, evidence-based, clinically approved products are selected for all provided procedures.

The Practice is unable to guarantee individual results and without exception cannot offer refunds. This includes if results achieved fail to meet individual Patient expectations.

The Practice has a 30-day return policy on purchased products. Products will be exchanged or refunded within 30 days only if returned unopened and unused.

Refunds will not be given on treatments provided in good faith or on treatments and products where a patient has had an adverse reaction.

The Practice does not accept liability where there has been non-compliance to advised treatment and aftercare (proven or suspected).