Aceso Pathway Limited

Terms and Conditions

These Terms and Conditions ("Terms") govern the use of the Aceso Pathway Limited website and services. By accessing our website or using our services, you agree to be bound by these Terms.

If you do not agree, please do not use our website or services.

1. About Us

Aceso Pathway Limited
Company number: 16251254
Registered and Trading Address: Chapel House, Leicester Road, Loughborough, LE11 2AF

Email: contact@acesopathway.co.uk
Website: www.acesopathway.co.uk

Aceso Pathway is a CQC-registered medical clinic providing specialist consultations and treatment relating to PTSD where clinically appropriate.

2. Eligibility and Use of the Website

You must:

- Be aged 18 or over.
- Be legally resident in the UK.
- Provide accurate, truthful and complete information.

You agree not to:

- Misuse the website.
- Submit false or misleading medical information.
- Attempt to access restricted systems.
- Use the website for unlawful purposes.

We reserve the right to suspend or terminate access where misuse is identified.

3. Medical Information Disclaimer

Information on this website:

- Is not medical advice.
- Does not replace consultation with a qualified clinician.
- Is provided for general information purposes only.

No diagnosis, treatment or prescription is provided without a formal consultation with an appropriately qualified clinician/practitioner.

4. Our Services

Aceso Pathway provides:

- Remote medical consultations and treatment.
- Clinical assessment for eligibility for PTSD treatment.
- Prescribing and treatment where clinically appropriate.
- Clinical follow-ups.

We do not guarantee:

- That a prescription will be issued.
- That treatment for PTSD will be clinically appropriate.
- Availability of specific treatments or prescriptions.

Prescribing decisions are made solely by the treating clinician, in line with UK regulations and clinical judgement.

5. Prescriptions and Pharmacies

- Prescriptions may be issued directly to the patient or via partnered pharmacies.
- Aceso Pathway does not manufacture or dispense medication.
- Prescription costs are separate from treatment fees and are borne by the patient. Any queries about medication charges must be directed to the pharmacy.
- Availability, pricing and delivery are controlled by the pharmacy.

Aceso Pathway is not responsible for pharmacy delays, pricing changes or stock availability.

6. Fees and Payments

- Fees are clearly displayed on our website prior to booking.
- Payment is required in advance unless otherwise stated.
- Prices may change at any time, but confirmed bookings are honoured at the booked rate.

We reserve the right to refuse service where payment is not received.

7. Cancellations and Refunds

7.1 Your statutory right to cancel

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your treatment plan within 14 days of payment and receive a full refund, provided your first appointment has not yet taken place. You may waive this right in writing if you would prefer your treatment to begin before the 14 days 'cooling-off period' expires.

7.2 Cancellation by you

You may cancel at any time before an appointment by contacting us at contact@acesopathway.co.uk or by telephone. We recommend cancelling by email so that you have a written record.

- If you cancel more than 48 hours before an appointment, there will be no extra charge to reschedule that appointment.
- If you cancel within 48 hours of a scheduled appointment, there will be an extra charge of £250.00 to reschedule that appointment.
- If you do not attend and do not give advance notice, the full fee is forfeited as resources will already have been allocated to you.

7.3 What counts as a missed appointment?

An appointment is considered missed if you:

- Do not attend at the scheduled time without prior notice.
- Arrive more than 10 minutes late, and the clinician/practitioner is unable to proceed.
- Fail to complete required pre-appointment steps, such as identity verification or consent forms, making it impossible for the appointment to go ahead.
- There are questionnaires before each eye movement therapy appointment and these must be completed before that next appointment can take place. Failure to do so will mean that the next appointment is missed.

7.4 Rescheduled by you

You may request to reschedule your appointment by contacting us at contact@acesopathway.co.uk.

- Rescheduling requests made more than 48 hours before an appointment will be accommodated at no charge, subject to availability.
- Rescheduling requests made within 48 hours of an appointment will be treated as a late cancellation. A new fee of £250.00 will apply to the rescheduled appointment before it takes place.

We will make reasonable efforts to offer you an alternative appointment but cannot guarantee specific dates, times or clinicians/practitioners.

7.5 Cancellation by Aceso Pathway

We reserve the right to cancel or reschedule your appointment if a clinician/practitioner is unavailable. In that instance, no extra fees will be charged, we will contact you promptly and offer a mutually convenient rescheduled appointment.

7.6 Refund following eligibility assessment

If you are found not clinically eligible for treatment following your eligibility assessment, you will be refunded £1,500.00. It should be noted that you will, by this stage, already have received a psychiatric assessment, health check along with the review of the first questionnaire and health tests.

7.7 Refund processing

Approved refunds will be processed within 5 to 10 working days to the original payment method. We do not charge a fee for processing refunds.

7.8 Exceptional circumstances

Refund requests outside of these policies may be considered on a case-by-case basis, at Aceso Pathway's sole discretion within a calendar month. A refund is not guaranteed and evidence of the circumstance may be requested.

7.9 Repeated non-attendance and conduct

We reserve the right to decline to rebook or refund where a patient has repeatedly missed appointments without notice, failed to complete required pre-appointment steps, or behaved in an abusive or disruptive manner towards staff.

7.10 How to contact us

Email: contact@acesopathway.co.uk (general enquiries and complaints)

8. Patient Responsibilities

You agree to:

- Provide accurate medical history.
- Inform us of changes to your health.
- Use prescribed medication strictly as directed.

- Attend appointments as scheduled.
- Complete questionnaires as requested.

Failure to comply may result in treatment being paused or discontinued.

9. Data Protection and Privacy

We process personal and medical data in accordance with:

- UK GDPR
- Data Protection Act 2018

Please see our Privacy Policy on our website for full details on how your data is collected, stored and used.

10. Intellectual Property

All website content, branding, logos, text and materials are owned by Aceso Pathway Limited or licensed to us.

You may not:

- Copy, reproduce or redistribute content.
- Use branding without written permission.
- Scrape or automate access to the site.

11. Limitation of Liability

Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.
- Any liability which cannot be excluded by law.

Otherwise, to the maximum extent permitted by law:

- We are not liable for indirect or consequential loss.
- Our total liability is limited to fees paid for the relevant service.

12. Website Availability

We aim to keep the website available but:

- Do not guarantee uninterrupted access.

- May suspect access for maintenance or security.
- Are not liable for downtime or technical issues.

13. Third Party Links

Our website may include links to third party websites. We are not responsible for:

- Their content.
- Their privacy practices.
- Their services or products.

14. Termination

We may suspend or terminate access where:

- Terms are breached.
- There is a misuse or abuse of services.
- Continued treatment is not clinically appropriate.

15. Governing Law

These Terms are governed by English law, and any disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

16. Changes to These Terms

We may update these Terms from time to time. The latest version will always be available on our website. Continued use of the website constitutes acceptance of updated Terms.

17. Contact Us

If you have questions about these Terms, please contact:

contact@acesopathway.co.uk