



HEALTHBRIDGE OCCUPATIONAL HEALTH PAYMENT AND CANCELLATION POLICY

1. PAYMENT TERMS

1.1 EMPLOYER-FUNDED REFERRALS

- Invoices issued **after report completion**.
- Payment due within **14 days** (unless prior agreement).
- Late payments incur **5% interest/month**; reports withheld until settled.

1.2 SELF-FUNDED REFERRALS

- Full payment required **before consultation** via secure payment link (Stripe).
- Unpaid bookings auto-cancelled after **24 hours**.

1.3 ACCESSIBILITY SERVICES (BSL/TRANSLATION)

Pre-booked (48h+ notice): No additional charge (included in service fee).

Short-notice (<48h) or emergency:

- BSL: £50/hour (min 1 hour)
- Language translation: £30/hour (min 30 mins)

Itemized on invoice with provider details.



2. CANCELLATION & REFUNDS

2.1 BY HEALTHBRIDGE

Full refund if we cancel (e.g., clinician unavailability).

No charge if technical failure prevents consultation after 2 rescheduling attempts.

2.2 BY EMPLOYEE/EMPLOYER

Timing	Refund
>48 hours before consult	90% refund (10% admin fee)
24–48 hours before consult	50% refund
<24 hours/no-show	No refund

2.3 POST-CONSULTATION REFUNDS

For Self-Funded Assessments (Employee-Paid):

-**No refunds** after consultation begins (payment is taken upfront).

-**50% refund** if cancelled *after* GP/medical notes are reviewed but *before* the consultation starts.

For Employer-Funded Services:

-**No refunds** for completed reports (invoiced post-consultation).

-**25% cancellation fee** if employer cancels *after* notes review but *before* consultation (covers clinician prep time).



2.4 ACCESSIBILITY SERVICES

Cancelled <24h: **100% of interpreter fees** charged (provider costs apply).

3. NON-REFUNDABLE AND ADDITIONAL COSTS

3.1 STANDARD SERVICE

Minor report revisions: Free within **7 days** of report issuance (e.g., typo corrections, clarifications under 15 mins work).

3.2 FEE- BASED SERVICES

Service	Fee	Notes
Substantial report revisions*	£50/hour (min 1 hour)	Quoted in advance; excludes minor edits.

*Substantial revisions = Structural changes, new medical evidence analysis, or re-assessment requests.

4. DISPUTE RESOLUTION

- Complaints must be emailed to contact@healthbridge.org.uk within **7 days**.
- Unresolved disputes escalated to:

~**Financial Ombudsman** (for consumers).

~**Small Claims Court** (for businesses).



5. VERSION CONTROL

Version	Date	Changes Made	Approved By
1.0	30/07/2025	Initial policy draft.	Dr. James Stanley
1.1	[DD/MM/YYYY]		

Approved by: Dr. James Stanley
Contact: [contact@healthbridge.org.uk]