



## TERMS, CONDITIONS & CANCELLATION POLICY

### Appointments

Appointments can be made on our online clinic management system via the 'Book Now' on our Quest Clinic website [www.questclinic.co.uk](http://www.questclinic.co.uk) or Facebook Page or by calling the clinic on 01292 286833. Please be aware we operate a 48-hour cancellation policy. This policy is to confirm your commitment to attending the scheduled appointment and to protect Quest Clinics interest in the event of late cancellations or 'no-shows'.

### Card Capture

When booking an appointment, you must provide a valid debit or credit card number and you are agreeing to our cancellation policy below. This information is captured electronically and will only be used in the event of a late cancellation (see policy details below).

### Appointment Reminders

A booking reminder will be sent 24-48 hours before your appointment. Please respond (even if it's just a 'thumbs-up' icon to confirm your attendance. New patients are asked to arrive 10 minutes early for their appointment to ensure relevant forms are signed.

We appreciate your time is valuable and we will do our best to respect your time and see you at your appointment time. Equally, we would appreciate it that you arrive on time for your appointment as arriving late may impact on the time available to you for your appointment.

### Cancellations

We do our utmost to run an efficient appointment system which means we can minimise wasted treatment time and keep waiting lists down.

Our professional team will have set aside time for your care. We understand that appointments may need to be changed and cancelled from time to time and we will work with you if an emergency does arise.

Cancellations at short notice, however, usually means that we are unable to re-allocate the time to other patients. To facilitate appointments for others and to ensure clinic costs are kept to a minimum we have a 48-hour cancellation policy in place.

### Cancellation Fees:

Appointments with Medical Professionals	-	£40
Appointments with Therapists	-	£16
Review appointments	-	£10

### The above fees (or part thereof) will become payable in the event of a cancellation:

- Less than 48 hours' notice - 50%
- Less than 24 hours' notice or 'No-show' - Full payment



## **Refunds for Treatments**

Please let us know if you are unhappy with any aspect of your treatment as soon as possible and we will work with you to resolve any issues. We are unable to offer refunds on services/treatments carried out unless there was negligence.

## **Pre-Paid Treatments**

Refunds are not provided for pre-paid treatments however an early exit plan can be applied for partially used pre-paid plans. The original bulk discount will become void and the plan discounted to the current value. This will be determined by costing single or package treatments already given unless a lesser package can be applied. At no point can the amount exceed the original treatment plan cost.

Pre-paid treatments are not transferrable to another patient or client.

Pre-paid treatments can be transferred to another service or product within the clinic with a matching value.

Cancellation fees are applicable on all pre-paid treatment appointments as per policy above.

## **Gift Vouchers**

Quest Clinic provides gift vouchers for monetary values and treatments.

Gift vouchers are valid for 12 months from the date of purchase and are not redeemable after the end date.

Lost vouchers cannot be replaced.

Appointments made redeeming a gift voucher will be subject to the cancellation fee above and may result in forfeit of the gift voucher or part thereof.

## **Products**

Unopened products may be returned within 7 days of purchase for exchange or refund.

Defective or damaged products may be returned immediately for return to the manufacturer and exchanged as authorised.

## **Child Supervision in Clinic**

Children are welcome into the clinic Reception area however we regret that our staff members are unable to supervise children during treatments for both health and safety and insurance purposes.

We would ask that you do not bring your children along to your appointment unless they are supervised by another adult. Children will not be allowed into treatment rooms for health and safety reasons.