

# TERMS AND CONDITIONS

Set out below are the terms on which Mayfair Medicum Ltd. provides service to its clients. Please ensure that you have read and fully understood them prior to booking any treatment or consultation. Lanserhof at the Arts Club is the trading name of Mayfair Medicum Ltd.

## 1. Booking and Cancellation Policy

### Booking a Consultation:

When booking a consultation, treatment or diagnostic procedure, Mayfair Medicum requires you to provide debit or credit details at the time of booking. You will be made aware of the cost of your appointment at the time of booking. Should you undergo any additional treatments or diagnostic procedures on the day of your appointment you will be notified of any additional fees and full payment will be taken on the day of your appointment.

Please note we do not currently accept insurance cover we are a self-paying facility.

### Cancellation

We do require that you provide us with a minimum of 48 hours' notice of any requirement to reschedule or cancel your booking. If you fail to notify us less than 48 hours notice of your appointment we will automatically charge you 50% of the appointment fee. If you fail to notify us within 24 hours of your scheduled appointment, or do not attend without any notification, we will automatically charge you 100% of your appointment fee. We reserve the right to provide this cancellation rule in order to prevent us being unable to offer the time to another patient and to cover admin and any third party charges.

## 2. Appointments

All doctors, nurses and therapists at Mayfair Medicum Ltd. are trained and approved in accordance with the company's treatment protocols within their area of specialism. When booking with a specific member of the team we always endeavour to fulfil this request, however there may be occasions where this is not possible. On these occasions you will be seen by a suitably qualified member of the team. Booking by specific member of the team is usually referred to doctors only.

- Please arrive for your appointment at least 15 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment and cancellation fees being applied. Mayfair Medicum will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.
- Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, reduced treatment time, or additional fees being applied.
- It is recommended that you do not bring any children with you to your appointment. Any patient who requires treatment and brings a child with them must also be accompanied by another adult to chaperone the child whilst the patient is being treated. Failure to

bring an adult chaperone with any child will result in the treatment being cancelled and cancellation fees applied.

### **3. Pricing**

- Prices are available on the website, on the published price list and on request from the clinic.
- Prices may vary between Consultants
- Any increase in the total price of your appointment will be made clear during the appointment, for example if you decide to have a treatment additional to your consultation.

### **4. Treatment suitability**

- Where it is anticipated you will have a treatment and a Consultation, we will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If not, we will inform you as to the reasons why. You will only be liable for the cost of the initial consultation, where applicable.

### **5. Liability**

- Mayfair Medicum Ltd. will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the client.
- It is the client's responsibility to ensure that he or she provide the clinic with all relevant medical details prior to each treatment. Mayfair Medicum will not be liable for any damage that occurs as a result of the client's failure to disclose such details.
- The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Mayfair Medicum regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Mayfair Medicum's liability for death or any personal injury resulting from Mayfair Medicum's negligence.

### **6. Your right to complain**

- Mayfair Medicum endeavours to treat all its clients appropriately, compassionately and fairly. If however, you have an issue with any matter in relation to your treatment or consultation at Mayfair Medicum Ltd. you are entitled to lodge a complaint, either in person, by telephone or in writing. If you require assistance with making your complaint, Mayfair Medicum will be pleased to help and support you through the process.
- The member of staff who initially receives the complaint will convey the details to the Practice Manager or their designated deputy. Where this cannot be resolved immediately, you will receive a letter within three working days to confirm that an investigation into the matter is underway and that a response will be made as soon as possible.
- Complaints of a non-medical nature will be handled in their entirety by the Practice Manager and their Managing Director.

If your complaint is treatment related the matter will be discussed with the relevant practitioner and may require you to attend an additional consultation with that practitioner or an alternative member of the clinic's medical team, including the Medical Director. The objective of this is to provide an explanation or a solution to your concerns. Mayfair Medicum Ltd. aims to furnish you with a full written response within 20 working days or where this is not possible, an explanation as to the cause of the delay.

- Complainants who are not happy with the local resolution are referred to a member of the Senior Management team. If the complaint is service related this will normally be the Operations Manager. If the complaint is of clinical nature this will be the Practice Manager. The complaint will be further reviewed within 20 working days and you will be provided with a final written response. If the investigation requires further time, you will be provided with an explanation as to the cause of the delay.