

Terms & Conditions – London Allergy Clinic

1. Payment Policy

All appointments must be paid for in full at the time of booking. We do not accept payment via insurance; all patients are self-paying.

2. Cancellation & Refund Policy

- Cancellations made at least 72 hours before the scheduled appointment are eligible for a full refund.
- Cancellations within 72 hours of the appointment may not be entitled to a refund.
- No-shows will be treated as last-minute cancellations and will not be refunded, except at the clinic's discretion.

3. Late Arrivals

- We allow a grace period of 20 minutes for late arrivals. If you arrive later than this, we may not be able to accommodate you, and your appointment may be considered a last-minute cancellation with no refund.

4. Rescheduling Policy

- We require a minimum of 72 hours' notice to reschedule an appointment.
- If less than 72 hours' notice is provided, we may try to accommodate the request but are under no obligation to do so.

5. Liability & Medical Disclaimer

- While we take all reasonable precautions to ensure patient safety, medical treatments carry inherent risks. The London Allergy Clinic is not responsible for any adverse reactions to treatments.
- Patients should discuss any concerns with the clinician before proceeding with any tests or treatments.
- By booking an appointment, you acknowledge that you understand and accept these risks.

6. Communication & Reminders

- Appointment reminders are sent via email as a courtesy. However, it remains the patient's responsibility to attend their scheduled appointment.

7. Privacy & Confidentiality

- We do not share patient information with third parties without explicit consent, except when required for quarterly clinical audits as part of our CQC registration.
- Patient data shared for audits is handled securely and in compliance with data protection regulations.

8. Emergency Care

- The London Allergy Clinic is not an emergency service. If you require urgent medical attention, please contact NHS 111, visit your nearest A&E, or call 999 in an emergency.

By booking an appointment with the London Allergy Clinic, you confirm that you have read, understood, and agreed to these Terms & Conditions.