

## Terms & Conditions – London Allergy Clinic

### 1. Payment Policy

We request for the consultation fee to be paid in full upfront to confirm an appointment booking.

### 2. Cancellation & Refund Policy (consultations and blood tests)

- Cancellations and rescheduling requests should be made at least 72 hours before the scheduled appointment time, in writing to: [enquiries@londonallergyclinic.com](mailto:enquiries@londonallergyclinic.com).
- Cancellations made with at least 72 hours' notice are eligible for a full refund, less a £10 cancellation fee.
- Cancellations with less than 72 hours' notice before the appointment are not entitled to a refund.
- No-shows will be treated as last-minute cancellations and will not be refunded.
- Rescheduling requests made with less than 72 hours' notice may be treated as a cancellation and re-booking will incur a new charge equal to the full consultation fee.
- Any deviation from the above is permitted at the clinic's discretion only.

### 3. Cancellation & Refund Policy (procedures – food/drug challenges & general anaesthesia testing)

- We ask for 50% of the procedure fee to be paid in advance in order to confirm the appointment.
- The 50% fee is non-refundable in the event that the patient cancels the appointment (for any reason).
- Rescheduling or cancellation requests must be made in writing to: [enquiries@londonallergyclinic.com](mailto:enquiries@londonallergyclinic.com)
- A rescheduling request must be made with at least 2 weeks' written notice before the scheduled procedure date. Any requests made with less than 2 weeks' notice may be treated as a cancellation and subject to a new fee upon re-booking.

### 4. Late Arrivals (consultations)

- 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.

### 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.