

1 The following are part of our Terms and Conditions.

2. Appointments, Payments, Cancellations & Refunds

2.1 Making Appointments

1. First time at Brightwell Clinic

If you have not been treated at Brightwell Clinic before or it is more than three years since your last appointment then you must book an Initial Appointment (and not a Standard/Follow up Appointment) as the Podiatrist needs to take a medical history and carry out an assessment in order to decide upon a treatment plan. This normally takes longer than the time allowed for a Standard/Follow up Appointment. **However, if you book a Standard Appointment when you should book an Initial Appointment then either (i) you will be charged the amount underpaid for an Initial Appointment if the Podiatrist is willing to treat you in the time allowed for a Standard/Follow up Appointment or (ii) you will not be treated at the booked appointment slot and you will have to re-book via the receptionist.**

2. Booking on-line

This is available for all treatments (other than those listed in 3(b) below) and is recommended as it enables you to select the available appointment slot most convenient for you.

3 Booking by telephone or in person

- (a) All treatment appointments may be booked in person at the clinic or by telephone
- (b) The following appointments **must** be booked in person at the clinic or by telephone and **cannot** be booked on line:
 - (i) **Casting or re-cast appointments**
 - (ii) **Nail Surgery (Partial Nail Avulsion (PNA) or Total Nail Avulsion (TNA) and all re-dressing or follow up appointments specified in the treatment packages)**
 - (iii) **First appointments for Swift or Clearanail treatments (however, second and subsequent appointments can be booked online)**
 - (iv) **Professional Podiatry Reports**
 - (v) **Diabetes assessment**

4. **By booking on-line you consent to the Clinic communicating with you by electronic means, e.g. with confirmation of the booking**

2.2 Payment terms

1. Payment by debit or credit card or cash is required in full at the time of booking to secure the appointment slot. (unless part payment is specified below)

2. **BME and Nail Surgery**

Fees (including any included follow up or re-dressing appointments) are payable as to the podiatrist's treatment fee at time of booking the appointment and the balance of the fee is payable on completion of the main appointment

3. **Swift and Clearanail**

Swift or Clearanail treatment fees include both (i) a standard appointment fee and (ii) use of the specialist equipment and consumables required to deliver treatment

4. **Swift and Clearanail Treatments**

Please note an initial Swift or Clearanail appointment has to be made by telephone or in person after such treatment is recommended by the podiatrist and agreed with you as the treatment plan.

If the podiatrist recommends either such treatment and you and the podiatrist agree that it should be carried out during the same appointment the Swift or Clearanail treatment fees (at 3(i) and (ii) are payable in addition to the fee for the standard appointment

For any subsequent Swift or Clearanail treatment appointments a payment of the fee for a standard/follow up appointment is required on booking such an appointment. The equipment/consumables element of the fee will be payable at the time of such appointment if the podiatrist and you agree that further Swift or Clearanail treatment is required.

5. **Podiatry Report**

The fee is payable as to 50% at time of booking and the balance before the report is released either to you or a medical practitioner

6. **Short Appointments**

These appointments are generally for reviewing existing treatments or for routine treatment which can be carried out in a 15-minute slot. As such they can only be booked at the instigation of the podiatrist either in person or by telephone. The fee is payable at the time of booking.

2.3 Cancellation and Re-scheduling of Appointments

1. **Method of giving notice of cancellation:**

If you wish to re-schedule or cancel a booking you must as soon as possible:-

(a) **where an email address has been registered with Brightwell Clinic**, notify Brightwell Clinic receptionist by email at info@brightwellclinic.co.uk of the booking that you wish to cancel or rearrange:

(b) **where no email address has been registered with Brightwell Clinic**, speak to the Reception at Brightwell House or (when Reception is closed or busy) leave a voicemail stating (i) the name of the patient (ii) the date and time of the appointment and (iii) the reason for cancellation

2. Time of receipt of Notice:

- (a) When notice is given by email received within the working hours of Reading Clinic the Notice is received at the date and time recorded as the date and time of receipt of the email.
- (b) If notice is given pursuant to 1(b) above within the working hours of Reading Clinic the notice is received at the date and time Reception receives the call or the voice mail is recorded
- (c) If the email, telephone call or voicemail is received at any time outside of the working hours of Reading Clinic it will be deemed to have been received on the next day when the Reading Clinic is open for treating patients
- (d) Please note the clinics are closed on Saturdays or Sundays and opening hours are displayed on the website www.brightwellclinic.co.uk

3. Effect of booking on statutory cooling off period

If you book within 14 days of the date of your appointment then you are making an express request for treatment at the booked appointment time and date and agree to waive the benefit of the standard 14 day 'cooling off period' where you would otherwise be entitled to cancel and receive a full refund of the appointment fee.

2.4 Refunds

- 1. The payment of the booking fee secures (i) the exclusive entitlement to the time and date of the appointment and (ii) the cost of the podiatrist's time for that appointment.
- 3. **Cancelling an appointment may result in a loss of income to both the podiatrist and Brightwell Clinic as well as administrative time and card fees as the shorter the period of notice the more unlikely it is that the appointment slot can be taken by another patient.**
- 3 In order to balance the loss as a result of cancellation **the refund policy of Brightwell Clinic is as follows**

No of <u>Clear</u> working days' notice received by Brightwell Clinic of cancellation or request for Re-scheduling of an appointment	Amount of Booking Fee refunded
If you do not attend at the booked appointment; or If you are unable to receive services because you are not in an appropriate physical condition	0%
Less than 2 working days	0%
More than 2 days but less than 3 working days	25%
More than 3 days but less than 5 working days	75%
More than 5 working days	95%

- 4 Refunds will only be paid to the cardholder or person who made the original payment and will be made through the same means as payment was made.

- 5 The Clinic may, however, provide a refund in excess of the percentage shown in the above table where, in its absolute discretion, it considers it appropriate to do so
6. **The Clinic reserves the right to cancel appointment(s) where a podiatrist is sick or where the Clinic is unable for good reason to be treat the patent. However, in such case, the Clinic will offer either a replacement appointment or a treatment by another podiatrist at the booked appointment slot. No refund will be made if that offer is not accepted.**

2.4 How can payment be made?

Brightwell Clinic accepts any of the following:

- Cash
- Cheque
- MasterCard or Visa Credit cards
- UK bank Debit cards

3 Private Health Insurance Policies

Invoices issued at Brightwell Clinic contain details of the insurance company provider numbers of the relevant practitioner.

Whilst some of the fees and charges may be recoverable under insurance policies not all items, treatments or items prescribed will be paid for by insurance companies.

Even though you may have cover, the practitioners at Brightwell Clinic require payment as above and you will be provided with an invoice to support your application to the insurance company for reimbursement of the allowable cost of treatment.

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