

Terms and Conditions

- 1.** Appointment scheduling: Patients must schedule appointments for all medical services. Walk-in appointments are accepted only if appointments are available at the time.
- 2.** Payment: All payments for medical services must be made at the time of service unless other arrangements have been made in advance. We accept cash, credit cards, and insurance payments.
- 3.** Insurance: We accept most major insurance providers. Patients must provide accurate insurance information at the time of service, and patients are responsible for verifying their coverage and understanding their benefits.
- 4.** Cancellation policy: Patients must provide 24 hours' notice if they need to cancel or reschedule an appointment. Failure to provide sufficient notice may result in a cancellation fee.
- 5.** Children: We do not treat children or young adults under the age of 18.
- 6.** Medical records: Patients may request copies of their medical records, subject to applicable laws and regulations. We reserve the right to charge a reasonable fee for copies.
- 7.** Confidentiality: We will maintain the confidentiality of all patient information in accordance with applicable laws and regulations. We may disclose patient information as required by law or as necessary for the provision of medical services.
- 8.** Patient behaviour: We expect all patients to behave respectfully and professionally toward our staff and other patients. We reserve the right to refuse service to anyone who engages in disruptive or inappropriate behaviour.
- 9.** Emergency services: In the event of a medical emergency, patients should call 999 or go to the nearest emergency department. Our clinic does not provide emergency services.
- 10.** Feedback: We welcome all feedback from our patients, please let us know of any feedback you may have, positive or negative, that may help improve our service.
- 11.** Refunds: We will strive our best to give you the best possible care, in the event we fall short please let us know so we can improve. We do not guarantee results with our treatments, and so refunds will not be issued, however, we will do our best to make sure you get the best possible care.
- 12.** Complaints: Our complaints policy can be requested to view, please ask at reception or [click here](#).
- 13.** Changes to terms and conditions: We reserve the right to change these terms and conditions at any time without notice. Changes will be effective immediately upon posting on our website.