

Terms and Conditions

1. **Acceptance of Terms**

A booking will be deemed as acknowledgment and acceptance of our terms of business. All bookings must be confirmed in writing (email acceptable) to acknowledge terms, fees, and service dates.

2. **Cancellations and Non-Attendance**

- Cancellations made with less than three business days' notice, or non-attendance by the individual, will incur the full consultation fee.
- If the individual does not consent to the release of the consultation report, the full fee will still apply.
- The practitioner will wait up to 15 minutes for all appointments. If the individual fails to attend within this period, the consultation will be cancelled, and the full fee will be charged.

3. **Report Completion**

Depending on the consent preferences of the individual, consultation reports will typically be completed within 24 hours of the appointment.

4. **Invoicing and Payment**

- The fee for an assessment with an Consultant Occupational Physician is £350, the fee for an assessment with a Specialist Occupational Health Advisor is £285.
- We will send you an invoice and payment upon confirmation of booking, payment is requested prior to the assessment.

5. **Complaints and Resolutions**

We strive to provide exceptional service. If any issues arise, please contact us immediately for resolution. If unresolved, our formal complaints procedure will be followed.