



Terms and Conditions

These are the terms and conditions on which we provide private medical services via Neurodivergems.

Please read these terms carefully before you book an appointment with Neurodivergems.

Neurodivergems is the trading name for Stonehill Medical Centre, registered with the Care Quality Commission. Our registered office is Stonehill Medical Centre, Piggott Street, Farnworth, Bolton, BL4 9QZ.

A contract will come into existence between you and us once an appointment is booked via a telephone call, email or via the online booking portal and confirmation is received by you.

If we are unable to fulfil your appointment, we will inform you of this and will not charge you for the appointment. This might be because of extenuating circumstances which we could not reasonably plan for.

We do not accept orders from addresses outside the UK or from patients registered with Stonehill Medical Centre as an NHS patient.

We offer appointments to adults and to anyone under the age of 16 who attends with their legal guardian for the appointment.

Please contact us if you wish to cancel or make a change to the appointment. If this is within 24 hours of the appointment time, then you will be charged the full cost of the appointment.

We may change the private medical services provided if there are changes in law or to conform to any regulatory requirements.

We will endeavour to provide the medical services on the scheduled appointment date and time. If our services are delayed by an event outside our control, then we will contact you as soon as possible. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any service that you have paid for but not received.

If you do not attend our premises to allow us to carry out the services as arranged, we will charge you for the cost of the missed appointment and any other costs incurred by us as a result.

We may need certain information from you so that we can provide medical services, such as but not limited to, details of your medical history, copies of your medical records and details of any allergies that you may have. If you give us incomplete or incorrect information

You have the right to end the contract by cancelling your appointment with more than 24 hours' notice.

If we do not provide the private medical services as set out, you may have a legal right to end the contract.

You do not have a right to change your mind in respect of the medical services provided, once you have attended your appointment and we have provided the services in question, even if the cancellation period is still running.

To cancel an appointment with us, please let us know by doing the following:

- A. Cancel via the booking link on the confirmation email.
- B. Provided you notify us more than 24 hours in advance of the scheduled appointment, we will refund you any amounts you have paid for the services, by the method you used for payment. If you notify us within 24 hours of the scheduled appointment or do not notify us at all, we will charge you for the missed appointment and will not refund you any amounts that you have paid.

We may cancel a scheduled appointment at any time by writing to you if:

- A. you do not make any payment to us when it is due
- B. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services, for example, details of your medical history or any allergies.
- C. If we end the contract in the situations set out above, you will be liable to pay for the cost of the scheduled appointment.
- D. We may write to you to let you know that we are going to stop providing the services in question. We will let you know at least 14 days in advance of our stopping the service and offer a full refund.

If you have any questions or complaints about the services we provide, please contact us. You can email us at hello@neurodivergems.co.uk , or please speak to one of our staff when you attend your scheduled appointment.

We accept payment with most credit cards and offer Klarna as a payment option. Unless we specify otherwise you must pay for the services in question in full in advance of your scheduled appointment and payment will be taken when you book your appointment. If you do not pay when due or cancel any payment that is made, we will cancel your scheduled appointment and will not be obliged to provide the services in question until payment is made in full.

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is

foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents, or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services we supplied.

We only supply our services for private use. If you use our services for any commercial or business purpose, we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

We are not liable for any indirect or consequential losses. To the extent permitted by law, we, other members of our group of companies and all third parties connected to us hereby expressly exclude:

All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

Any liability for any direct, indirect or consequential (meaning circumstances which were not within our reasonable knowledge when you made the appointment) loss or damage incurred in any circumstances including but not limited to:

- A. any issues experienced in relation to making an appointment;
- B. non-availability of the services for any reason including but not limited to technology issues;
- C. your failure to follow instructions provided to you in relation to requirements in advance of your appointment, such as fasting;
- D. your failure to act upon our advice if we recommend that you seek medical advice or attention;
- E. your failure to attend your scheduled appointment; or
- F. any other loss or damage that is not foreseeable.

Our total liability to you resulting from any scheduled appointment is limited to the total value that you paid to us in respect of such scheduled appointment.

We will use your personal information as set out in our data protection policy .

This contract is between you and us. No other person shall have any rights to enforce any of its terms.