



Terms and Conditions

These Terms and Conditions govern the provision of private medical services by Neurodivergems, a trading name of Stonehill Medical Centre, registered with the Care Quality Commission (CQC). Our registered office is Stonehill Medical Centre, Piggott Street, Farnworth, Bolton, BL4 9QZ.

1. Formation of Contract

A contract will come into existence between you and us once an assessment has been booked and paid for in full by or on behalf of the patient. The assessment fee includes a non-refundable deposit of £250.

2. Eligibility

We accept bookings only from patients with a UK address. We do not accept bookings from individuals registered with Stonehill Medical Centre as NHS patients. Services are available to adults and to patients under the age of 16 when accompanied by a parent, legal guardian or person with parental responsibility.

3. Nature of the Service

Payment is for a professional clinical assessment and any associated report outlined within the service description. A diagnosis cannot be guaranteed. Diagnostic decisions are based on clinical evidence, assessment findings and professional judgement.

Where further information is required before a diagnostic decision can be reached, additional appointments, questionnaires, collateral history or supporting documentation may be requested.

4. Information You Must Provide

You must provide accurate and complete information, including relevant medical history, medications, allergies, educational information and copies of medical records where requested. If you provide incomplete or incorrect information, we may be unable to provide the service, may need to postpone the appointment, and reserve the right to charge for any costs reasonably incurred as a result.

5. Appointments

We will endeavour to provide services on the scheduled appointment date and time. If we are unable to fulfil an appointment due to circumstances beyond our reasonable control, we will contact you as soon as reasonably practicable and offer an alternative appointment or appropriate refund.

6. Cancellations and Refunds

Full payment is required at the time of booking.

- The £250 deposit is non-refundable.
- If you cancel more than 24 hours before your appointment, we will refund all monies paid less the £250 deposit.
- If you cancel within 24 hours of the appointment, fail to attend, or are unavailable at the agreed time, no refund will be payable and the full appointment fee will be retained.
- Appointment changes requested more than 24 hours before the appointment will be accommodated where reasonably possible.

To cancel or amend an appointment, please use the booking link in your confirmation email or contact us directly.

7. Reports and Timescales

Any report included within the service will usually be provided within the timeframe advised at the time of booking. Delays may occur where additional information is required. We will keep you informed of any significant delay.

8. Shared Care and Ongoing Treatment

Where recommendations are made regarding medication or ongoing treatment, implementation remains subject to clinical suitability and the policies of the relevant NHS GP practice or other healthcare provider. Shared-care arrangements cannot be guaranteed.

9. Your Rights

If we fail to provide the services with reasonable care and skill, you may have legal remedies under applicable consumer legislation.

You do not have the right to change your mind regarding services that have already been provided or substantially completed.

10. Our Right to Cancel

We may cancel an appointment if:

- payment is not received in full;
- required information is not provided within a reasonable timeframe;
- abusive, threatening or inappropriate behaviour is directed towards our staff.

If we cancel due to our own decision to cease providing the service, we will provide at least 14 days' notice where possible and offer a full refund.

11. Complaints

If you have a complaint, please contact us at hello@neurodivergems.co.uk. A copy of our complaints procedure is available on request or via our website.

12. Payments

We accept payment using major credit and debit cards, Apple Pay and other payment methods made available during booking, including Klarna where applicable.

13. Liability

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to the above, our liability for any claim arising from the services shall not exceed the amount paid by you for the relevant appointment. We are not responsible for losses that were not reasonably foreseeable at the time the contract was formed.

14. Data Protection

We will process personal information in accordance with our Privacy and Data Protection Policy.

15. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any dispute arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Third Party Rights

This contract is between you and us. No person other than the parties to this contract has any right to enforce any term of it.