

The Havelock Clinic

Terms and Conditions for clients using clinical services

Before using the services of The Havelock Clinic, we recommend you read the following conditions. Use of The Havelock Clinic's services implies agreement with the following terms and conditions.

About Our Service

The Havelock Clinic is an independent healthcare clinic offering both medical and psychological assessment and treatment. We see clients in our clinic in Harley Street or the City (please note all medical appointments take place in Harley Street). Consultations are by advance appointment only. We offer some follow up appointments online where appropriate.

-We aim to offer a thorough assessment of the problem you consult us for, so that you may be sure we are offering the most effective treatment.

-We aim to provide you with a high quality, effective and time limited intervention and we pride ourselves on our specialist expertise.

-We pledge to treat all clients with respect, dignity, and the highest standards of professionalism. We reserve the right to terminate appointments or sessions with clients who we feel are under the influence of alcohol or drugs or are abusive or inappropriate to staff.

Your data and confidentiality

You agree and understand that once you make an online booking or purchase any of our online treatments, information about you, your appointments, and your contact with us is stored in an electronic patient notes record and stored online in highly secure cloud based software through a third party. This information includes but is not limited to your medical history, current health conditions, symptoms, complaints, allergies and medications, and records of your appointments with us. Both we, The Havelock Clinic and this third party are registered with the Information Commissioners Office (Our Registration reference **A8162240**) and comply with strict standards of data security as per the Data Protection Act 1998. If you would like further information about our Privacy Policy, you can find it [here](#).

If you would like a copy of all of the Personal Data, we hold about you please Contact Us by e mail or in writing. A fee of £20 must be paid prior to releasing data and details of how this should be paid will be provided in our response to your request. The Data Protection Act allows us up to 40 days (from the date instructions and payment have been received – please note payments must clear first) to retrieve, process and provide the information requested.

The Havelock Clinic may use and disclose your Personal Data to the extent required to prevent a serious threat to your health and safety or that of others (for example concerns regarding the safety of children, or if requested by law). Aside from this, no information will be passed on to a third party, without your written consent (including email consent via a verified email address).

When making online bookings or sending emails to us please be aware that no data transmission over the internet can be guaranteed to be 100% secure. While we strive to protect your Personal Data from unauthorised access, use or disclosure, we cannot ensure or warrant the security of any information you transmit to us.

The Havelock Clinic uses third parties for the provision of Electronic Patient Records and the safe and secure storage and processing of pathology (blood tests), and shall not be liable for data loss or damages which result from any third-party error, act, or omission.

Disclaimer of liability

You agree, confirm, and acknowledge that your use of our face to face and online services is at your own risk and that The Havelock Clinic is not responsible for any damages or losses resulting from your reliance on such services.

You must not use our services if you are under 18 years of age, reside outside the UK or are feeling suicidal. Instead we strongly recommend you contact your GP or visit your local A&E to get immediate assistance. We make no representation that our services are appropriate or permitted outside the United Kingdom.

You must not use any of our services when under the influence of alcohol or any other drugs. We will not tolerate any abuse towards members or staff. The Havelock Clinic's online service is dependent on third party engineering and hosting in part. We do not guarantee that the website or online services will be uninterrupted, secure, consistent, timely or error-free.

Booking an appointment

You may use our online booking system to book your first appointment, or any subsequent appointments with us. Please ensure you have picked the correct appointment type and location, or call or e mail us if you have any questions. As soon as you have made the booking you must use the payment link to pay for the appointment upfront. If appointment fees are not paid 48 hours before the appointment any appointments booked using our online system may be cancelled and reallocated.

After you have requested an Appointment you will be sent written confirmation of the Appointment in the form of an email; if you do not receive such confirmation please Contact Us to check we have received your booking request.

Cancellation and Refund Policy

You may cancel your appointment booking up to 48 hours before the appointment is due to start. In this instance you would be entitled to a full refund. If the cancellation is 48 hours or less before the appointment/workshop is about to start you are not entitled to a refund. If you miss an appointment in the face to face service, or do not log on to join an online workshop, this is taken to be a missed appointment and is also non-refundable.

The Havelock Clinic will endeavour to give you as much advance notice as possible in terms of cancellations on our behalf or of any need to cancel or rearrange a future appointment, but we regret there may be times that appointments are cancelled at short notice in some circumstances. The Havelock Clinic will rebook such an appointment as soon as we are able.

Pricing and Payment

Current details of fees for appointments can be found at www.thehavelockclinic.com and are subject to change. Payment should be made in advance using our online payment facility. Appointments not paid for in advance may be cancelled at short notice.

For some consultations, blood tests will be needed to complete the assessment and the cost of this is in addition to the consultation fee. Fees for any additional services (such as blood tests) are paid for after the appointment as the package of most appropriate tests will be decided with your clinician at the time you are seen based on the doctors assessment. We will invoice you for these additional fees within 7 days of your appointment and you have 14 days to make payment using our online link.

Any prescriptions written for you by our doctors will be private prescriptions and the pharmacy you choose to fill this prescription set the fee at their current rate.

Private Medical Insurance

If you hold Private Medical Insurance (PMI), please check the reimbursement level that will be available to you from your relevant provider and contact us to arrange payment this way.

Your appointment

Your appointment will take place in a closed room with an appropriately trained, qualified and professionally registered clinician. Chaperones for physical examination are available on request or when appropriate for an additional fee of £20 pounds per appointment. Appointment lengths stated on our website are a guide so please note that medical appointments may not always last the length of time stated.

We believe it is important to coordinate all aspects of your healthcare with your GP and we will ask you to consent to share information with your doctor where useful. In some instances, we may feel this is essential for us to be able to provide safe, effective services and we will be unable to continue to work with you if you do not consent to this.

General Terms

Please inform us of any change of name, email address, mobile number or other relevant details as soon as reasonably possible.

If you have any questions, with regards to any of the terms above, please do not hesitate to contact us for clarification.

Complaints and Feedback

Our aim is to be as open as possible with all our clients and we will try our utmost to deliver the best service possible. We request feedback as a standard practice from all our patients so that we can ensure we continue to deliver the best service possible. However, if you are dissatisfied with any aspect of our service we would actively encourage you to inform us immediately so that we may address them without any delay.

Informal Complaints

If you have a complaint or are dissatisfied with our service, please inform the clinician you are working with and we will try our best to resolve the situation informally before you leave the Clinic.

Formal Complaints

If you are not fully satisfied, you can put your concerns in writing to us at karen.gurney@thehavelockclinic.com.

If you have any further questions that you would like answered, please call or email us.