

FREE Mini Advice Sessions – 15 minute at the Hendon Hospital terms and conditions (“Terms”)

When we use the words “we”, “our” or “us” in these Terms we mean Circle Health Group Limited, a limited company incorporated and registered in England and Wales with company number 02164270 whose registered office is at 1st Floor, 30 Cannon Street, London, EC4M 6XH. You can find everything you need to know about us, and our services on our website.

When you **book a free 15 minute mini consultation** (the “consultation”) at Hendon Hospital, you agree to the following terms and conditions:

1. We will provide a **free 15 minute mini consultation** to you, which consists of the following:

1.1. An advice session of up to 15 minutes in duration with one of our consultants during which you will be able to discuss your health concerns.

1.2. The advice session will not include any form of hands-on treatment and diagnostic tests and follow-up appointments are NOT included.

1.3. When required, the consultant will provide a referral letter or advise booking a follow-up appointment. You can choose to proceed with these diagnostics as self-pay, discuss the plan with your insurance provider, or return to your GP for further advice. Any follow-up tests or appointments (including charges) will be agreed with you in advance. Any further services provided by us will be governed by our private patient terms and conditions, which are available at: www.circlehealthgroup.co.uk/private-patients-terms-and-conditions

1.4 There are 8 free 15-minute advice sessions available to book via our patient liaison officer. Subject to availability.

2. We reserve the right to withdraw the offer of a free advice session as set out in these Terms at any time without notice.

3. To book an advice session please contact our patient liaison officer.

4. By booking and accepting an appointment for the advice session, you agree to accept and comply with these Terms. We reserve the right to refuse the advice session to anyone who is in breach of these Terms.

5. Restrictions and requirements. Please note the following restrictions and requirements apply to the advice session:

5.1. You must be over the age of 18 to receive the advice session.

5.2. The advice session is only **available at** Hendon Hospital.

5.3. We may extend the list of hospitals offering the free advice session and will update these Terms to reflect such changes.

5.4. Only one advice session per person is permitted and is subject to availability.

5.5. Employees of Circle Health Group Limited and their families are ineligible for a free advice session.

6. We may revise these Terms from time to time.

7. If we decide to withdraw the free advice session at any time, and you have already booked your appointment, we will try to give you as much notice as possible to let you know that your appointment has been cancelled.

8. If you cancel a booked advice session for any reason with less than 48 hours' notice or do not attend your booking, you will not be eligible to book another free advice session.

9. Personal information

9.1. We will need certain information from you that is necessary for us to provide the consultation, and this can be asked for by anyone involved in your care or treatment, including by staff at the relevant Circle hospital, by the specialist or other medical professional. If you do not, after being asked by us, provide us with this information, or you provide us with incomplete or incorrect information, we may not be able to provide you with the consultation.

9.2. Please note that your personal information will be used to process your access to the free consultation. We are committed to protecting your personal data which we will use to provide the services you need. How we use any personal data you give us is set out in our Privacy Notice: www.circleheathgroup.co.uk/privacy-notices

10. Events outside of our control

10.1. We will make every effort to provide your consultation on the date that we confirmed with you. However, we cannot promise this, and we reserve the right to cancel or change the date of your consultation. There may be delays or cancellations for any reason, such as because of an event outside our reasonable control. Where this happens, we will try to give as much notice to you as possible and our obligations under these Terms will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our reasonable control.

10.2. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an event outside our reasonable control.

11. General

11.1. We strongly advise that you avoid bringing any valuables or cash to the relevant hospital when you attend your advice session. If you do nonetheless bring any valuables or cash, this is at your risk as we do not accept any responsibility for the theft, loss of, or damage to, any of your or your visitors' cash, valuables or any other property that you or your visitors bring to the hospital.

11.2. The advice session will be provided by Circle Health Group Limited's employees.

11.3. If there is any problem with the services we provide, please contact us and tell us as soon as reasonably possible, and we will investigate the problem under our complaints procedure and try to repair or fix the problem as soon as we can. Please ask any member of staff at the relevant hospital for a leaflet about our complaints procedure.

11.4. You have legal rights in relation to services not carried out with reasonable skill and care, or if the materials we use are faulty or not as described. Nothing in these Terms will affect these legal rights.

11.5. These Terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.

11.6. If there is any conflict or inconsistency between any marketing materials and these Terms, these Terms will take precedence.

11.7. We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms.