

## Before Booking Your Appointment

- A booking fee (deposit) is required to secure an appointment.
- Treatments £50 and under require a full payment to secure your booking.
- You must be over 18 years of age (proof may be required).
- This wellbeing Health Check is NOT a doctor appointment.
- During pregnancy we only perform the *Vitamin D* and *Iron level* finger prick blood tests. After pregnancy 6-weeks post-partum for uncomplicated birth, you are more than welcome to have the other tests, too.
- We do not perform body composition test if you have a *pacemaker or other electrical medical implants* and if you are *pregnant*.
- Please do not book appointments if you have any infection (flu) because it can make some existing medical conditions worse therefore test results could be affected.
- If you have any infection you should seek medical treatment from your GP. After any surgery the body needs time to fully recover, if you have any concern contact your medical team/GP immediately.
- You can bring someone to your appointment but you will need to consent to that person being privy to your results as some of the questions can be intimate.
- In the clinic we **do not have the facility for looking after children, toddlers or babies**. Please organise childcare for an approx. 45 minutes while the assessment lasts.
- Please arrive at your appointment on time. We recommend you arrive 5–10 minutes early so you can begin your tests in a relaxed state. Arriving late and feeling stressed could affect your test results.

## Payments:

- A booking fee (deposit) is required to secure an appointment.
- Online payments are made on Acuity Scheduling platform using a third-party service, the Stripe payment processor.
- Treatments £50 and under require a full payment to secure your booking.
- Treatments above £50 you can either pay the full price to secure the appointment or just a **50% deposit**. In the last case you are required to pay the remaining 50% at your appointment by card only.
- We **do not handle cash anymore**; please bring your bank card or mobile device to pay the existing amount **via an app** or a **card reader machine** at your appointment. We can take all **major debit and credit cards**, via **chip & PIN, contactless or mobile payment** (Visa, Visa Electron, V Pay, Mastercard, Maestro, American Express, Union Pay, Diners Club, Discover, Apple Pay, Google Pay)



# BOOKING POLICY

Please read

## If you are late:

- If you booked a *10 or 15 minute appointment* and you are late we **will need to cancel** your appointment and an additional booking fee will need to be made to secure a new slot.
- If you booked a *45 minute appointment* and you are more than 10 minutes late to your appointment, we **will need to cancel** your appointment and an additional booking fee will need to be made to secure a new slot.

## At your appointment:

- In the clinic we **do not have the facility for looking after children, toddlers or babies**. Please organise childcare for an approx. 45 minutes while the assessment lasts.
- If you display any symptoms of infection (corona virus or other flu) your **appointment will be cancelled**.
- If you attend a booking and are unable to receive the wellbeing Health Check because you are not in an appropriate physical condition or the treatment is not appropriate for your condition you **will not be entitled to a refund**. It is your responsibility to confirm that the treatment you book is appropriate for you and your condition!
- If you need any assistance in making your booking please [contact us](#), we are happy to help.

Please read

# CANCELLATION POLICY

- When you book treatment or service you are entitled to cancel or reschedule a booked appointment. If you amend your booking any time **up to 48 hours before the appointment** you *will receive a full refund*; but **within 48 hours of the appointment**, you *will not receive* any refund. In the last case you will need to pay another booking fee to secure a new appointment.
- If booked under a *promotional offer* the discount will no longer be valid on your future booking if a late cancellation notice is given.
- A maximum of **1 rescheduled appointment is allowed**. Any additional rescheduled appointments will mean you forfeit your booking fee. The booking fee can only be transferred to the same service.
- Rescheduled appointments must be rescheduled within 7 days of you notifying us of your cancellation and must be rescheduled to an appointment within 2 months from your original appointment date.
- If you cancel and rebook you will also have to pre-pay for the rebooked appointment.
- If you display any symptoms of infection (Covid-19 or other flu) or if you attend a booking and are unable to receive the wellbeing Health Check because you are not in an appropriate physical condition or the treatment is not appropriate for your condition your appointment will be cancelled and you **will not be entitled to a refund**. It is your responsibility to confirm that the treatment you book is appropriate for you and your condition!
- Refunds will only be paid to the cardholder or person who made the original payment and will be made through the same means as payment was made.
- Where we are unable to deliver the Services at the time and date you have booked we will contact you directly to reschedule your appointment as soon as possible in advance of your booking. In this event your booking fee will be transferred to a new and preferred available appointment slot. Where you are not able to agree a convenient time and date to reschedule your booking, your booking for those Services will be cancelled and you **will receive a full refund** of the fees for the Services.
- If you attend your appointment and you decide not to go ahead with the service you booked, you are **not entitled to a refund** as we need to cover our time and costs.
- **NO SHOWS: Failure to attend your appointment without any contact will result in a loss of your booking fee and we will no longer honour you as a client in the future.**
- Continual abuse of our time and business which includes continuous lateness, numerous reschedules / cancellations or any type of disrespectful behaviour will also result in a cease of our working relationship and no future appointments can be made with The Wellbeing Edit.
- Whilst we appreciate life circumstances can get in the way of plans, these policies are in place to protect our business and by booking with The Wellbeing Edit you are agreeing to these terms and conditions.