

## TERMS & CONDITIONS

### Appointments

A minimum of 48 hours (excluding weekends and bank holidays) cancellation notice is required to avoid the full appointment charge. Tel. 020 8458 1274 - please leave a message on voicemail outside of office hours, at weekends or if there is no answer.

The patient is responsible for: -

1. Ensuring that they have the necessary insurance cover available, if applicable, at the time of making an appointment.
2. Any payment arising out of a late cancellation or missed appointment, regardless of insurance cover.

### Payment

In the absence of prior written agreement to the contrary, payment of our charges are required on receipt of our invoice. Failure to make payment within 14 days of the invoice date will result in the matter being referred to our debt collection agents, whose charges will be added to and payable with the invoice debt.

Should an insurance company be unable to pay within 28 days of the invoice date, for whatever reason, the payment will then become immediately liable from the patient.

### Self-Payers

All self-payers are required to pay for their appointment on or before the day they attend. Payment is accepted by cash, credit/debit card or cheque at the time of the appointment or by electronic transfer which must reach the account below by the appointment date. The account details are: -

**Electronic Transfer: Please quote your name, invoice no. as a reference**

Bank: **Santander**

Account: **UK Psychology Limited**

A/C No: **75181715**

Sort Code: **09-01-28**

### Privacy Notice

We know that you care about your personal data and how it is used, and we want you to trust that UK Psychology Ltd. uses your personal data carefully. Our [GDPR](#) guidelines will help you understand what personal data we collect, why we collect it and what we do with it.

If you have any questions please send us an [email](#) or submit a request through the "[Contact Us](#)" form on our website.