

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 funds or 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 make payment on or before the date of their appointment. Payment can be made by:

1. Cash at the time of the appointment.
2. Electronic transfer (BACS), which must be received in our account before the appointment date.

Private Medical Insurance

If you have Private Medical Health insurance, we will invoice the insurance company directly but please be aware that **insurance companies do not pay for any missed or late cancellation appointments.**

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.