

## Refund and Cancellation Policy for The Lincolnshire Women's Clinic by Dr Gillian Jackson GMC 7042911

This agreement is entered into between Dr. Gillian Jackson, hereinafter referred to as "Doctor," and the patients of the clinic, hereinafter referred to as "Clients," upon the booking of an appointment at the Lincolnshire Women's Clinic and subsequent consultation where a professional 'Doctor-Patient' relationship will be formed.

### 1. Refund Policy:

- A refund for services will be considered on an individual basis and may be issued if a Client expresses dissatisfaction. Any refund agreement will be reached through a detailed exploration of the Client's grievance.
- Refunds will not be issued once a consultation has been conducted- the Client enters into a contract for the time and expertise provided by the Doctor at the time of booking.

### 2. Cancellation Policy:

- Clients must provide a minimum of 48 hours' notice for appointment cancellations to receive a full refund.
- If less than 48 hours' notice is given by the Client, the Doctor reserves the right to retain the full amount paid for the appointment.
- In most cases of late cancellation, the doctor will not offer a refund but instead will provide an alternative appointment time.
- Should the client cancel outside of the cancellation window more than once for the same consult, a refund will not be issued.

In witness whereof, the parties hereto have executed this agreement as of the date first above written:

Dr. Gillian Jackson GMC 7042911

By completing a booking via the online portal You (the client) have agreed to the above Refund and Cancellation Policy.

