

# **The Vale Foot Clinic**

## *Booking Terms & Conditions*

### **1.) Introduction**

1.1 Bookings made through our website, and our and your rights and obligations in relation to such bookings, are governed by these terms and conditions.

1.2 You will be asked to give your express agreement to these terms and conditions when booking an appointment on our website.

1.3 Any statutory rights you may have as a consumer are not affected by these terms and conditions.

### **2.) Interpretation**

2.1 In these terms and conditions:

(a) 'we' means The Vale Foot Clinic (and 'us' and 'our' should be construed accordingly);

(b) 'you' means our patient or prospective patient under these terms and conditions (and 'your' should be construed accordingly);

(c) 'booking' means a booking in respect of an appointment at The Vale Foot Clinic, which may be made by you under these terms and conditions;

(d) ‘force majeure event’ means an event that is, or a series of related events that are, beyond our reasonable control.

### **3.) Booking Process**

3.1 The advertising of appointment slots on our website constitutes an ‘invitation to treat’ rather than a contractual offer.

3.2 No contract will come into force between you and us unless and until we accept your booking in accordance with the procedure set out in section 3.

3.4 To make a booking via our website the following steps must be taken:

- You must select the clinic you wish to be treated at.
- You must select the appointment type that you require.
- You must select the practitioner you wish to be treated by or select ‘any practitioner’.
- You must select a suitable appointment date and time.
- You must enter your personal details including an email address or mobile phone number
- You must accept our ‘Privacy Policy’ and our ‘Terms & Conditions’ of booking an appointment.

Only when this process has been completed will your appointment be confirmed. If you have provided a valid email address we will send an email confirming your appointment with ourselves.

3.5 The booking that you initially select is reserved for 7 minutes whilst you complete the booking form.

3.6 When the appointment booking process has been completed your appointment will become part of a binding contract between you and us.

## **4.) Prices**

4.1 Our prices are quoted on our booking system and are displayed in your booking summary.

4.2 We will from time to time change the prices quoted on our booking system but this will not affect appointments that have already been made prior to these price changes.

4.3 All amounts quoted in these terms and conditions or on our website are the price you will be required to pay in clinic (health care appointments are VAT exempt).

## **5.) Payments**

5.1 You must pay the applicable price for your appointment when you visit our clinic, following your treatment.

5.2 Payments may be made via debit or credit card, cash or by using pre-paid gift vouchers and/or gift cards.

5.3 During your appointment your podiatrist may recommend the purchase of additional products to treat your condition (either in clinic or at home). If you wish to purchase these

products they will be charged in addition to your appointment cost.

## **6.) Rearranging or Cancelling appointments**

6.1 The Vale Foot Clinic operates a cancellation policy to protect both it's own interests and the interests of it's patients. Missed appointments not only effect the operation of our business but impact on our patients who are urgently waiting for appointments.

6.2 We operate a 24 hour cancellation policy. If you are unable to keep your appointment we ask you to contact our clinic to either cancel or rearrange your appointment at least 24 hours before the date and time of your appointment. (If your appointment falls on the Monday we ask you to inform us of your need to cancel or rearrange your appointment by close of business on the Friday before your appointment. Our clinics are open until 4pm on Fridays).

6.3 Failure to rearrange or cancel your appointment at least 24 hours before your appointment date and time will result in us charging you 50% of your appointment cost. This charge also applies to patients who fail to arrive for their appointment without notifying us.

6.4 If we are unable to keep your appointment time we will contact you to offer you a rearranged appointment at a time that suits you. We will contact you as soon as it is possible to do so. We will only look to rearrange appointments when forced to do so by events that are out of our control (force majeure event).