

## Registration Options

### The Practice offers the following options

Health Club Plus Membership or,

Registered Patients (annual subscription)

#### HEALTH CLUB PLUS MEMBERSHIP

Registration Fee	<b>£250</b> ( <i>payable at time of booking</i> )
Adult Fee	<b>£100 p/m</b> ( <i>first payment one month after initial appointment</i> )
Couples/two family members	<b>£180 p/m</b> ( <i>first payment one month after initial appointment</i> )

#### **Members are entitled to unlimited access to the following services at no extra charge**

- GP consultations and telephone consultations. The GP reserves the right to ask for a face to face consultation if they feel it is necessary.
- Repeat prescriptions (not including cost of medication from pharmacy)
- Completion of short forms and short letters.

#### **The following will incur additional charges and are not included in membership fees:**

- Home visits
- Laboratory investigations
- Out of hours consultations
- Vaccinations
- Any other treatments/tests not included in monthly fee.

#### **Health Club Plus minimum membership period is one year.**

Home visits, Laboratory investigations, 'out of hours' consultations, vaccinations or any other treatments/tests are not included in the membership fees and will incur an additional charge – prices available on request.

#### REGISTERED PATIENTS (ANNUAL SUBSCRIPTION)

New Patient Consultation (£250 deposit required on booking)	<b>£325</b>
Routine Consultation	<b>£185</b>
Short Consultation (for vaccinations. Does not include cost of vaccination)	<b>£135</b>
Periodic Medical Review (not including pathology or other tests required)	<b>£500</b>

Home visit (per hour)	<b>£365</b>
Home visit after 8pm (per hour)	<b>£500</b>
Form fees (minimum charge)	<b>£50</b>
Telephone/Email consultations (the cost will increase for longer calls)	<b>£90</b>

## **Practice Fees and Terms & Conditions**

### **Payment of fees**

-  Fees should be paid directly to the Practice and not through an insurance company.
-  Fees are usually at the time of the consultation (or at time of booking for new patients).
-  Payments can be made by credit or debit cards or online via BACs. The Practice operates a payment system called STRIPE. We can securely store your details and automatically take payments with your consent.
-  Fees must be paid on the day of consultation unless agreed with the Practice.
-  Fees must be settled within 30 days from the date of the consultation if pre-arranged with the Practice.

If you are having difficulty paying your fees, please apply in writing to Dr Elaine Tickle to arrange repayment. Failure to do so will be addressed by our debt collecting department.

## 1. CONDITIONS APPLICABLE TO MEMBERS

- i. Minimum Membership period is one year.
- ii. After the minimum membership period of one year cancellation will require 30 days written notice to the Practice Manager.
- iii. It is a condition of Membership that all Members agree to pay the fees contained in these Terms and Conditions and agree to be bound by these Terms and Conditions. These Terms and Conditions may be revoked, altered or added to from time to time by the Company without prior notification to Members. Changes to our fees will be notified to Members on our website.
- iv. Annual membership must be paid by Stripe payments. Alternatively we also offer a 5% discount to members who pay all Annual fees in a single payment at the start of the Membership year.
- v. Annual Membership shall commence when the first payment is received.
- vi. Treatment not covered by the monthly or annual Membership payment should be paid for at the time of the consultation.
- vii. While an Annual health check is included in the membership at a discounted rate, there may be further tests requested as a result of this health check which may incur additional charges. Where such fees apply we will notify Members in advance.
- viii. Membership is non-transferrable and non-refundable.
- ix. A full price list of all aspects of treatment not covered by Membership is available from the Practice.
- x. Repeat prescriptions are free of charge to Annual Members. The cost of medications prescribed is not covered by any of the Memberships.
- xi. Although members may use the GP telephone consultation service they should understand that the Doctors may require face-to-face consultation in line with their clinical judgement in order to make satisfactory and safe diagnoses and provide clinically appropriate advice.
- xii. It is the Member's responsibility to notify us of any changes in the Membership details e.g. change of address, telephone numbers and email addresses.
- xiii. At all times the Company reserves the right to refuse an application for Membership from any applicant at its sole discretion. The Company may terminate membership at any time without notice. In such circumstances all fees in credit will be refunded pro rata.
- xiv. The Company will try to keep you informed of developments and changes to the membership, products and services, but if members do not wish to receive information from the company the member should inform the Practice Manager of their communication preferences.

## 2. CONDITIONS APPLICABLE TO MEMBERS AND REGISTERED PATIENTS

- i. All warranties, conditions, and other terms (whether implied by statute or otherwise) are, to the fullest extent permitted by law, excluded by the contract.
- ii. Nothing in these Terms and Conditions excludes or limits the liability of the company for fraudulent misrepresentation, or for any death or personal injury caused by the Company's negligence.

iii. Subject to anything to the contrary in these Terms and Conditions, the Company will not be liable to the client for any;

a. economic loss of any kind (including, without limitation, loss of use, profit, anticipated profit, business, contracts, overhead recovery, revenue or anticipated savings);

b. any damage to the clients reputation or goodwill;

c. any other special, indirect consequential loss or damage.

iv. If any term in this contract is deemed unenforceable the remaining terms will continue to apply.

v. Subject to the provision of these Terms and Conditions the Company's total liability arising out of or in connection with the performance of services in accordance with

a. the Membership will be limited to the price paid or payable in respect of Health Club Plus Membership and

b. for registered patients shall be limited to the price paid or payable for treatment in the preceding calendar year.

Subject to clause v. these terms and conditions do not exclude or limit any claim for clinical negligence.

vi. A person who is not a party to the contract will have no right under the contracts (rights of third parties) Act 1999 to enforce any term of these Terms and Conditions. Members and Registered patients acknowledge and agree that any claims arising out of or in connection with these terms and conditions shall be brought against the Company. All officers, partners and employees Practice Fees and Terms & Conditions Tickle Medical Services Ltd of the Company shall benefit from and be able to enforce any restrictions on liability or claims as though they were the Company

vii. These Terms and Conditions will be governed by the English law and the parties submit to the exclusive jurisdiction of the English courts.

### 3. CANCELLATION OF ANNUAL MEMBERSHIP

i. Members will be liable to pay a full year of Annual membership fees during the entire duration of their initial period of membership (one year). After the initial period (one year), Members shall be entitled to terminate their Membership with no less than one months' notice.

ii. Request for cancellation must be made in writing and addressed to the Practice Manager of Tickle Medical Services Ltd.

iii. No refunds of that month or year's Membership fee shall be made, unless there are extenuating circumstances in the view of the Company; and any and all other sums due to the Practice must be paid prior to termination of the Membership. In the event of an extenuating situation the action required will be at the discretion of the Practice.

iv. The notice period of one month will commence from the first day of the month after the month in which notification of cancellation is received. The Practice Manager will confirm receipt of the notification and confirm the cancellation date within 10 days of receipt of a written letter or email. If Members do not receive confirmation of cancellation within 10 days they should inform the Practice

Manager immediately as it will always remain the Member's responsibility to ensure that cancellation letters or emails have been received.

#### 4. DATA PROTECTION

It is necessary for the purpose of providing Members with health advice and support for the Company to retain data concerning members' identities, contact details and general health on file. By agreeing to subscribe to membership, you expressly Consent to the Company having authority to keep this data for the duration of your Membership and for up to ten years afterwards.

#### 5. OPENING HOURS & ON-CALL:

Practice opening hours are fixed by the Company and are subject to change without prior notice, but are currently Monday to Friday 8.30- 6.00pm. The Company may at any time close the practice premises or any part thereof, without prior notice, in order to execute necessary repairs, alterations, redecoration or otherwise. The Practice is closed on bank and public holidays, but Members have chargeable 24/7 hr access to GP cover outside Practice opening hours at charges set out in the GP on-call services schedule. This is currently provided by NIGHT DOCTOR Ltd. In the event of needing assistance please call 0844 247 9990.

#### 6. LIABILITY

The company will not accept liability for any damage or loss to members' or their guests' personal property brought onto Practice premises.