



Probus Surgical Centre Self-pay Terms and Conditions

The terms and conditions set out below along with those set out in your quotation letter are the terms upon which treatment will be provided to you. Should you have any questions please do not be afraid to ask. Please read them through carefully as you will be bound by these terms.

Fixed Price Quotations

- If you require treatment your consultant will provide a fixed price quotation for this, subject to the clinical requirements determined by your consultant.
- Your written quotation will remain valid for 60 days from date of issue.
- The written quotation and the Agreement to the Terms and Conditions form the basis of the consultant's contract with you.
- Your consultant must be satisfied that you do not have any pre-existing medical conditions, or other factors, that are likely to give rise to complications, or the need for additional treatment, during your procedure.
- Your quotation will not change during the 60-day period referred to above, but your consultant does reserve the right not to provide treatment if they deem it is not clinically appropriate to do so.

Payment

- You will be required to pay in full for your treatment before receiving any procedure.
- You can pay by credit or debit card, cash, bank transfer or cheque, however, payment by American Express will not be accepted. You will need to allow 10 working days for personal cheque clearance before you receive treatment.
- No refund will be given if you decide not to proceed with the treatment after admission or if you decide to discharge yourself, at any time, against the advice of your consultant or the nursing staff.

Complications

While we will always try to meet your expectations, your consultant cannot guarantee the result of any procedure, care or treatment, and it is possible that complications with your treatment or surgery can occur. Your consultant will explain these to you before your treatment and you are also encouraged to read and review the information provided to you following your consultation, and by signing the Consent Form and agreeing to these Terms you are accepting all the possible risks that may arise by our delivery of the Services.

Cancellation charges

- For cancellations more than 14 days ahead of the planned treatment a full refund from the consultant will be given.
- If you cancel within 24 hours of planned treatment, you will be liable for the full charge.

The fixed quotation provided by your consultant will include all consultants' fees for your treatment. Your consultant will usually collect those fees.

Consultants are self-employed clinicians and provide their service directly to you. They are not employed by Probus Surgical Centre and accordingly the Centre shall not be liable for any act or omission of a Consultant.

Any questions?

If you have any questions at all about these Self-pay Terms and Conditions, please contact us on: Email at psc.enquiries@nhs.net or Telephone: 01726 885104