

Appointment Terms & Conditions

Late arrival, cancellation, rescheduling and missed appointments

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1. Purpose

These terms exist so that our clinicians have adequate time to provide safe, unrushed care, so that appointment availability is respected, and so that the clinic runs smoothly for every client. They are applied with common sense and compassion, and nothing in them affects your statutory rights.

At a glance:

Situation	What happens	Charge
Arrive up to 15 minutes late	Seen for the remainder of your appointment time	Standard fee
Arrive more than 15 minutes late	Full-length appointment where the diary allows (extension fee agreed at check-in); otherwise the remaining time if clinically safe; otherwise treated as a missed appointment	Standard fee, plus agreed extension fee if chosen
Cancel or reschedule more than 48 hours ahead	Full refund or free rebooking	No charge
Cancel or reschedule between 24 and 48 hours ahead	50% of the service fee retained; refunded in full if we refill your slot	50% of the service fee
Cancel or reschedule within 24 hours	Cancellation, refund or rescheduling is not possible	100% of the service fee
Miss the appointment without notice	Fee retained	100% of the service fee
Extra or amended documents more than 7 days after your appointment	Quoted admin (and professional) fee, payable in advance; corrections of our errors are always free	Quoted fee
MEDii cancels or significantly delays	Priority rebooking at no cost, or a full refund	No charge

2. Booking, payment and acceptance

2.1 Your appointment is confirmed once payment for the service, or the deposit we have advised, has been received. Bookings are not held without payment.

2.2 These terms form part of your booking and are accepted at the time the booking is made. A copy is sent to the email address you registered with us.

2.3 Any fee payable under these terms is deducted from the amount you have already paid. Any balance due back to you is refunded to your original payment method within 10 working days.

3. Late arrival

3.1 Your arrival time is the time you check in at reception.

3.2 If you arrive up to 15 minutes after your appointment time, we will see you for the remainder of your appointment at the standard fee. Your consultation may need to be shortened.

3.3 If you arrive more than 15 minutes late, we will do our best to accommodate you. Where the day's diary allows, we may offer you a full-length appointment; because this extends the clinic beyond your booked time, an extension fee will be quoted and agreed with you at check-in before the consultation begins. Where this is not possible, we will see you for the time remaining if it is clinically safe to do so. If there is not enough time left to provide a safe and effective consultation, the appointment is treated as a missed appointment under section 5.

4. Cancellation

4.1 Cancellations made more than 48 hours before the appointment incur no charge. You may choose a full refund or a credit towards a new booking.

4.2 Cancellations made between 24 and 48 hours before the appointment incur a charge of 50% of the service fee, reflecting that the slot cannot usually be refilled at short notice. The balance is refunded.

4.3 If we succeed in refilling your slot, the clinic has suffered no loss and the 50% charge is also refunded in full.

4.4 Cancellations, refunds or rescheduling are not possible within 24 hours of the appointment.

5. Missed appointments (no-show)

5.1 A missed appointment is a failure to attend without any prior notice. The full service fee is retained.

5.2 Repeated missed appointments may result in restrictions on future bookings.

6. Rescheduling

6.1 Rescheduling more than 48 hours before the appointment is free of charge. A maximum of two reschedules applies to any one booking.

6.2 Rescheduling between 24 and 48 hours before the appointment is treated as a late cancellation under clause 4.2, and the new appointment is a new booking.

6.3 Rescheduling is not possible within 24 hours of the appointment.

7. If we need to change your appointment

7.1 If MEDii has to cancel or rearrange your appointment, you will be offered priority rebooking at no cost or a full refund, whichever you prefer.

7.2 If we are running significantly behind schedule on the day (more than 30 minutes), you may choose to wait, or to rebook at no cost.

8. Exceptional circumstances

8.1 We recognise that genuine emergencies happen. Where a late arrival, cancellation or missed appointment is caused by a medical emergency, bereavement or another genuinely unavoidable event, fees may be waived or credited at the clinic's discretion. Please tell us as soon as you reasonably can.

9. Letters, reports and additional documentation

9.1 Clinical letters, reports and certificates included with your service are issued once, based on the clinician's findings at the time of your appointment.

9.2 If we make an error in a document, we will correct it promptly and without charge, at any time.

9.3 Requests made more than 7 days after your appointment for additional documents (for example a further letter, confirmation or certificate of illness), or for changes to a correctly issued document, attract an administration fee and, where clinical input is needed, a professional fee. The fee is quoted when you ask and is payable before the work is undertaken.

9.4 All documents reflect the clinician's genuine clinical findings. We do not backdate documents or amend clinical records retrospectively, and additional certificates are issued at the clinician's discretion, only where clinically justified.

10. How to contact us

10.1 To cancel or reschedule, call 0333 577 3800 or email info@mediihealth.com. Notice takes effect when it reaches us; for email, this is the time the message is received.

10.2 Questions or complaints about the application of these terms can be raised through the same channels and will be reviewed by the management team.

By confirming a booking with MEDii, you accept these terms and conditions.