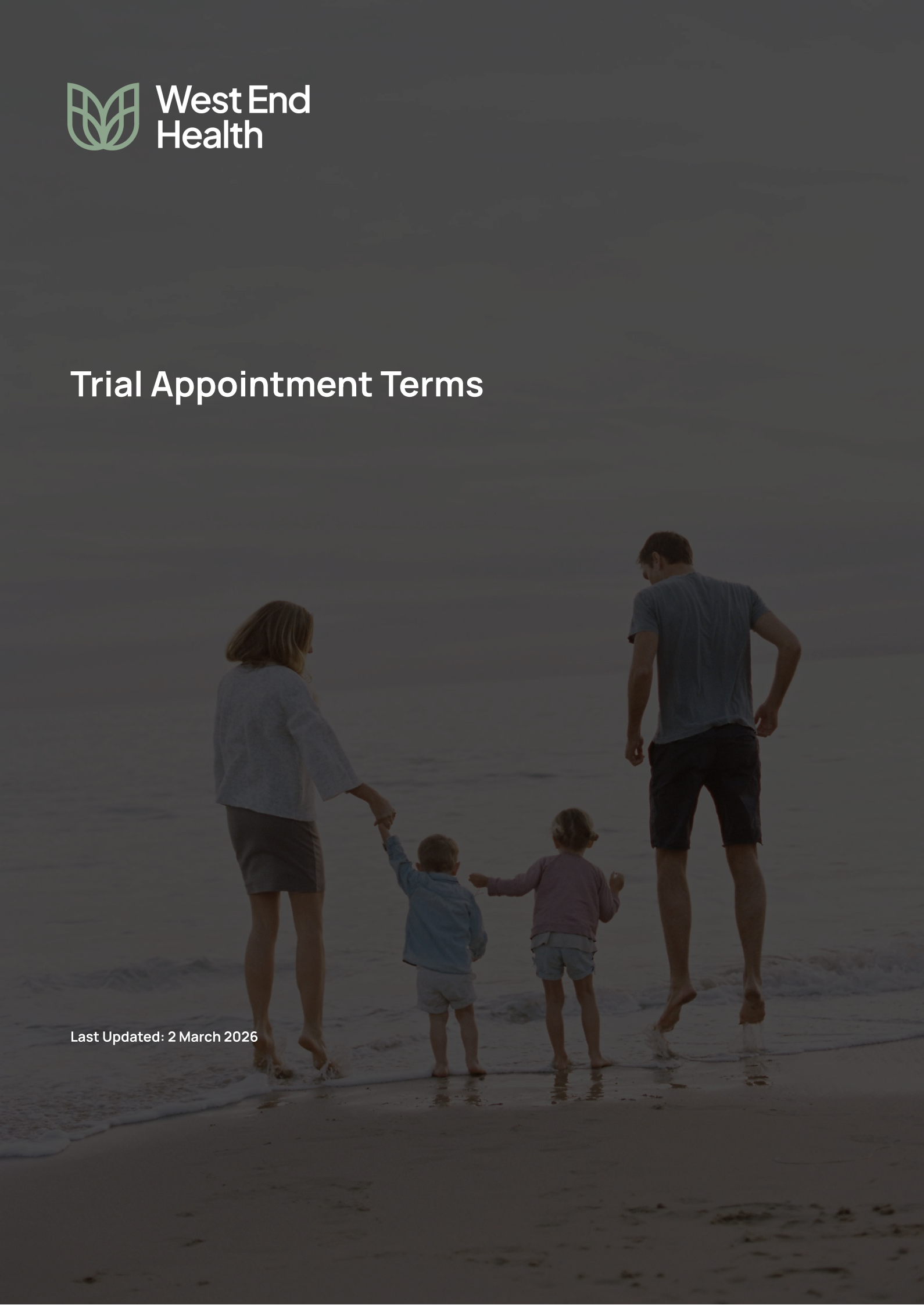


Trial Appointment Terms



Last Updated: 2 March 2026

These Trial Appointment Terms (“Terms”) apply to the contract between you and West End Health Limited (the “Clinic”, “we/us”) for a one-off, in-person Trial Appointment. They apply to the exclusion of any other terms you may seek to apply.

Clinic details: West End Health Limited (company number 16777731) of 104 Conway Road, Colwyn Bay, Conwy, LL29 7LL.

If you go on to purchase membership, your membership will be governed by the Clinic’s Individual Terms of Membership (separate document).

These Terms were last updated on **2 March 2026**. The Clinic may amend these Terms from time to time.

1. DEFINITIONS AND INTERPRETATION

1.1. The following definitions apply in these Terms.

Booking: your booking of a Trial Appointment via our website, phone, email or other channel we make available.

Business Day: a day other than a Saturday, Sunday or public holiday in England and Wales when banks in London are open for business.

Credit: the £100 credit described in clause 7.

Fee: the Trial Appointment fee of £100.

Trial Appointment: a single, once-only, in-person 30-minute GP consultation at the Clinic’s premises in Colwyn Bay.

You/your: the individual booking and attending the Trial Appointment.

2. WHAT THE TRIAL APPOINTMENT IS (AND IS NOT)

2.1. The Trial Appointment is a standalone private GP consultation designed for people who are considering West End Health membership.

2.2. The Trial Appointment is not:

- a membership or subscription;
- an emergency service or out-of-hours service; or
- a substitute for NHS GP services.

2.3. For emergencies call 999 or attend A&E. For urgent advice use 111.

2.4. We strongly recommend you remain registered with an NHS GP practice at all times.

3. BOOKING AND CONTRACT FORMATION

3.1. You may book a Trial Appointment online, by telephone, or via another method we accept.

3.2. A contract is formed when we confirm your Booking and take payment of the Fee (or otherwise confirm acceptance of the Booking).

3.3. By Booking and/or attending a Trial Appointment, you confirm you have read and accept these Terms.

4. ELIGIBILITY AND "ONCE-ONLY" POLICY

4.1. Trial Appointments are available once only per person. If you book more than one Trial Appointment (or attempt to), we may cancel any additional bookings and refund any duplicate Fees (less any non-recoverable payment processing costs where applicable).

4.2. Trial Appointments are in-person only at our Colwyn Bay clinic. We do not offer trial appointments by video or telephone.

4.3. We may limit the number of Trial Appointments offered at any time (for example to prioritise availability for members).

5. SCOPE OF CONSULTATION AND CLINICAL MATTERS

5.1. In the Trial Appointment, your GP may (where clinically appropriate):

- take a history and understand your concerns;
- assess symptoms and relevant risk factors;
- provide reassurance where appropriate; and

- agree a plan for next steps (which may include follow-up options, investigations, or referral options).

5.2. Investigations, tests, treatments, certificates, letters, referrals, or other third-party services (if required) are not included in the Fee and will be charged separately. We will explain what is recommended and any associated costs before anything is booked or arranged.

5.3. Prescriptions: where clinically appropriate, a prescription may be issued. Medication costs are charged by the pharmacy. Any prescription is at the clinician's discretion and subject to clinical appropriateness.

5.4. NHS referrals: where you want NHS care, we can provide a clinical letter to support discussions with your NHS GP (with your consent). You acknowledge that NHS referral routes and acceptance decisions sit outside our control.

6. YOUR OBLIGATIONS

6.1. You must provide accurate, complete and up-to-date information relevant to your care, and notify us of changes.

6.2. You must treat our staff with courtesy and respect. We may refuse or terminate services immediately in cases of abusive, aggressive, threatening, or violent behaviour.

6.3. You must attend on time. If you arrive late, it is at the clinician's discretion whether you can still be seen and/or whether consultation time is reduced. In some cases you may be asked to rebook, and clause 8 may apply.

7. THE £100 CREDIT IF YOU JOIN MEMBERSHIP

7.1. If you purchase an eligible West End Health membership within 30 days of the date of your Trial Appointment, we will credit the £100 Fee against your membership fees ("Credit").

7.2. The Credit:

- is available once per person;
- is non-transferable and not redeemable for cash;
- cannot be used against third-party costs (e.g., laboratory tests) and cannot be applied to non-membership services; and

- will be applied to an eligible Adult or Couple membership (or other membership types only if we confirm in writing).

7.3. If you join membership, your membership will be governed by the Clinic's Individual Terms of Membership and onboarding requirements.

8. FEES, CANCELLATIONS, RESCHEDULING AND NON-ATTENDANCE

8.1 The Fee is £100 and is payable at the time of Booking (unless we agree otherwise in writing).

8.2 Cancellation/rescheduling by you:

- You may cancel or reschedule without charge if you give us at least 24 hours' notice before the scheduled start time.
- If you cancel with less than 24 hours' notice, or do not attend, the Fee is non-refundable (because the appointment slot cannot usually be reallocated).

8.3 Cancellation/rescheduling by the Clinic: we may cancel or postpone a Trial Appointment (for example due to clinician illness or operational reasons). Where we do so, we will offer you a choice of:

- rescheduling to the next available suitable slot; or
- a refund of the Fee.

8.4 We are not responsible for costs you incur in connection with attending (e.g., travel, childcare, loss of earnings).

9. CONSUMER CANCELLATION RIGHTS (DISTANCE/OFF-PREMISES BOOKINGS)

9.1 If you are a UK consumer and this contract was concluded at a distance or off-premises, you may have a legal right to cancel within 14 days.

9.2 Important: if your Trial Appointment is scheduled to take place within those 14 days, by proceeding you are asking us to provide the service during the cancellation period. Once the Trial Appointment has been fully performed, you may lose the right to cancel and obtain a refund.

9.3 If you cancel within the statutory cancellation period and the Trial Appointment has not taken place, we will refund you in accordance with your legal rights.

10. DATA PROTECTION AND CONFIDENTIALITY

10.1 We will process your personal data in accordance with our Privacy Policy (available on our website).

10.2 We handle medical information in line with applicable confidentiality and consent standards. We will not share your information with your NHS GP or other providers without your consent unless we are legally required to do so.

11. LIMITATION OF LIABILITY

11.1. Nothing in these Terms is intended to exclude or limit the liability of the Clinic for: (a) death or personal injury resulting from negligence by the Clinic; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be limited or excluded by law.

11.2. Subject to clause 11.1, we are responsible for foreseeable loss and damage caused by our breach of these Terms, but we are not responsible for losses that are not foreseeable.

12. NOTICES AND CONTACT

12.1. To contact us about your Trial Appointment, please email hello@westend.health or telephone 01492 463453.

13. GENERAL

13.1 If any provision is held unlawful or unenforceable, the remainder will continue in force.

13.2 We may transfer our rights and obligations under these Terms to another organisation; your rights will not be affected.

13.3 No third party has rights under these Terms.

14. GOVERNING LAW AND JURISDICTION

14.1. These Terms (and any dispute or claim arising out of them) are governed by the laws of England and Wales, subject to any mandatory consumer protections that apply where you usually live.

14.2. The courts of England and Wales have non-exclusive jurisdiction, subject to your consumer rights to bring proceedings in your home jurisdiction where applicable.