

Terms & Conditions

These Terms & Conditions are applicable to all services provided through IVF London (referred to as “clinic”). By signing, the patients agree that they have read and understood the information given and they agree to abide by the Terms & Conditions below.

Clause 1 – General

- (1) The treatment and service is carried out onsite at IVF London, Caspian House, The Waterfront, WD3 6BS
- (2) It is the Patients’ responsibility to inform the clinic of any changes of address, contact details or personal circumstances.
- (3) It is the Patients’ responsibility to inform the clinic of the outcome of their treatment as the clinic is legally responsible to report the treatment outcomes to the government authority HFEA.
- (4) The price for the treatment package/service is applicable as per the price list at the time of the treatment/service. The price list is subject to regular review and change and are applicable with immediate effect. Please note that all quoted treatment fees are valid for up to 2 months.
- (5) All patients in need of assistance due to a language barrier are required to ensure they have an interpreter present when requested by the clinic (this can include multiple appointments throughout the treatment cycle and prior to the treatment commencing).
- (6) The clinic has an open-door policy in transparency with costs and we encourage patients if there is a service recommended to you or an additional service during your treatment which is outside of your package, please speak with an admin staff member if you are unsure of the cost implication.
- (7) Costs likely to be associated with a specific treatment is available on our website <https://ivflondon.co.uk/prices>.
- (8) All patients are provided with a tailored Costed Treatment Plan relevant to their specific treatment post Initial Consultation, however, we are not able to list all costs that might be incurred as this always depends on individual requirements, medical history, response to a stimulation medication and other factors.
- (9) We provide all patients with Terms & Conditions, before the first consultation, (via the Fertility Consents portal), and on the first visit to the clinic, which include details of payments, cancellation charges, refunds, storage obligations and other services.

Clause 2 – Payments

- (1) The clinic DOES accept credit cards, debit cards and bank transfers (please check any bank charges before transferring money to ensure full payment).
- (2) The clinic is **unable** to accept personal cheques.
- (3) Payment for services provided by the clinic is required in full before commencement of the treatment or service. We reserve the right to cancel treatment if payment has not been received.
- (4) All treatments, procedures, blood tests and consultations must be paid for in advance in full. Medications are pay-as-you-go on the day if purchased from the clinic. Any medications ordered through a Homecare service will be payable to the Homecare company directly before any medications are dispatched.
- (5) I / We understand and accept that our treatment plan has been costed up as an estimate and that there may be blood tests/ investigations/ medications that may be prescribed which may not have been captured in the Cost of treatment plan (CTP) issued by the clinic after our initial consultation. This may be due to blood tests results that may be out of date (for compliance) that would be necessary before the clinic continues to offer us any further treatment or medications/ investigations that the clinic may have prescribed for my treatment which would have been provided from the clinic. I/ We understand that we remain liable to settle all the charges for the above without any notice by the clinic or its staff and that the clinic will not be liable to inform us in advance on which tests can be done by the NHS and hence any costs accrued for blood tests / investigations/ medications provided by IVF London will remain my responsibility.

Clause 3 – Cancellation Policy and Refunds

- (1) **Cancellation policy** –cancelled and/or abandoned cycles for **any medical or personal reasons** are subject to individual service costs (i. e. monitoring ultrasound scans, cycle monitoring bloods, etc.) being payable as provided in the costed treatment plan specific to your treatment, as follows:
 - a. treatment fee is refunded.
 - b. up to 2 sets of scans and monitoring bloods, the cancellation charge levied will be £300,
 - c. up to 4 scans and monitoring bloods the charge of £600 will be levied and
 - d. £800 to be charged if there are more than 4 scans and monitoring bloods performed prior to cycle cancellation.
 Please read carefully your individual Costed Treatment Plans as the cancellation fees are dependent on your treatment type.
- (2) **Refunds** – all approved refunds are made within 28 calendar days. Dispensed medications are non-refundable as the clinic cannot accept dispensed medication back and re-use it.

Clause 4 – Other

- (1) Storage of gametes/embryos/ovarian tissue/testicular tissue are subject to an annual fee as per the current price list cost at the time of your renewal. The Annual Storage fee covers storage for up to 12 months and is non-refundable even if the gametes/embryos are used, discarded or moved before the 12-month period has come to an end.
- (2) The clinic will send you a reminder and invoice at the appropriate time. Patients are responsible for ensuring that storage payments are kept up to date.
- (3) If you fail to pay your annual storage fee in advance, the clinic will allow your gametes and/or embryos to perish, if they fail to make contact with you on the contact details you provide. **You will also continue to be responsible for the annual storage up until the date when the gametes and/or embryos are allowed to perish.**
- (4) Failure to establish contact or provide payment in advance to the storage year will result in gametes/embryos being allowed to perish at the end of the consented storage period as per requirements Human Fertilisation and Embryology (HFE) Act 1990 (as amended)
- (5) I/ we fully understand that by signing these Terms and Conditions of IVF London, I/ we are responsible for paying any storage charges for my/our frozen sperm/ eggs and embryos. The Clinic reserves the right to share my contact details with third party debt collection agencies if they are unable to recover the monies owed for storage/ outstanding charges incurred in my/our treatment.
- (6) I/we further fully understand that if I/we do not settle the storage charges for my/our eggs, sperm and embryos then the Clinic reserves the right to remove my/our samples from storage and allow them to perish, irrespective of any valid HFEA or clinic consent form, which may have a later expiry date. I/ We fully understand that in this event, the removal of my/our samples from storage would not be due to an expired period stated on my/our HFEA or clinic consent form, but because of my/our non-payment of the due storage charges.
- (7) I / We understand that in the event that if we have any outstanding invoices to pay IVF London, they will attempt to make contact with us on the contact details provided and if they are unable to obtain payment from us they will attempt to get the owing settled by passing our details to a debt collection agency to recover the outstanding monies owed. This is irrespective of my/our consent to disclosure as per the HFEA CD form.
- (8) I/ We fully understand that I/we shall remain liable to pay for storage charges until the date that I/we provide the Clinic with a valid HFEA WCS consent form, providing my / our consent to the removal of my/ our samples from storage and allowing them to perish.
- (9) If contact with you is lost, agencies might be employed to obtain a response, and further charges may be incurred.
- (10) Patients requesting to source medication externally are subject to an external prescription fee as per the current price list at the time of your request.
- (11) If patient treatment accounts remain outstanding for more than two weeks after the due date, a recovery agency's services or legal action may have to be taken to retrieve the funds.
- (12) Services and medication outside your package are chargeable. Please note that we are not able to list all medication, investigations and blood tests on the price list so if an item is not listed its price will be provided on application. These costs can vary.
- (13) I/We understand that the cost of medication quoted (on the costed treatment plan) by the clinic are only to the point of a pregnancy test following a treatment. I/We understand that we may be prescribed additional medication for up to 12 weeks of pregnancy if required. This will incur additional costs.
- (14) Unsuccessful treatment cycles are entitled to a free follow-up consultation within three months of the negative result (not applicable to Ovulation Induction treatment).
- (15) Required laboratory tests, scans and medication are dependent on medical decisions and this may vary from one patient to another.
- (16) Screening tests for treatment must be carried out by a laboratory which is accredited to conduct that test by UKAS, the national accreditation body for the UK or another body accrediting to an equivalent standard, using CE marked, CE and UK(NI) marked, or UKCA marked testing kits where appropriate.
- (17) Frozen sample(s) imported/exported are subject to the import/export fee as per the current price list at the time of preparation for shipment. The fee does not include duty or shipping fees.
- (18) We will acknowledge written complaints within 2 working days. We will then provide a written response within 21 working days. Please note that the time limit for initiating a complaint is 6 months from the date of occurrence, or 6 months from when you became aware of the cause for complaint, provided this is no more than 12 months after the event. To understand the complaints policy further please visit our website.

By signing this declaration I agree to comply with the terms and conditions provided above.

Patient	Name (printed)		Date
	Signed		
Partner (where applicable)	Name (printed)		Date
	Signed		