

Your journey to better health

Terms & Conditions – The Windsor Wellness Clinic

1. Introduction

1.1 These Terms & Conditions (“Terms”) govern your use of the services provided by **The Windsor Wellness Clinic Ltd** (“we”, “us”, “our”), a private medical clinic registered in England and Wales and regulated by the Care Quality Commission (“CQC”).

1.2 By booking or attending an appointment or using any of our services, you confirm that you have read, understood and agree to be bound by these Terms.

1.3 Our services are private and fee-paying; we are not part of the NHS.

2. Definitions

2.1 **Patient / You / Your** means the individual receiving or seeking to receive medical services from us or for whom a booking is made.

2.2 **Services** means all clinical consultations, assessments, diagnostic tests, treatment plans, follow-ups, and other medical or health services offered by the Clinic.

3. Scope of Services

3.1 We provide private general practice and specialist services including lifestyle medicine, health optimisation, weight management, women’s health, hormonal assessment and menopause/HRT care.

3.2 We may provide services in person at our clinic premises, by telephone, video consultation or other secure digital communication.

3.3 All services are subject to clinical appropriateness and regulatory guidance. We may decline to provide or continue treatment if not clinically appropriate, or if it conflicts with legal or professional requirements.

4. Appointments and Bookings

4.1 Appointments can be booked online, by phone, or through an authorised third-party system.

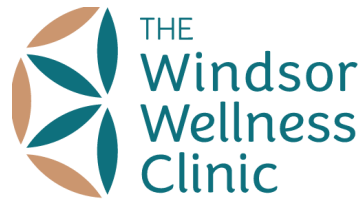
4.2 You must ensure that all information you provide to us (including contact and clinical details) is accurate and up to date.

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The Windsor Wellness Clinic

18a Goswell Hill, Windsor, SL4 1RH

Tel. 01753 424134; info@windsorwellnessclinic.com



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4.3 Consultation times are allocated on the basis of clinical need and availability. While we endeavour to run on time, delays may occur.

5. Fees and Payments

5.1 You agree to pay the fees for all Services provided, at the rates published on our website or as otherwise communicated prior to booking.

5.2 Fees must be paid in full before the service is provided unless otherwise agreed in writing.

5.3 We do not invoice insurers directly; any reimbursement from private medical insurance is your responsibility.

5.4 Prices may change from time to time; the current published price at the time of booking applies.

6. Cancellation and No-Shows

6.1 Patients must provide at least **24 hours' notice** to cancel or reschedule an appointment.

6.2 Cancellations made with less than 24 hours' notice may incur a **cancellation fee** equal to the full consultation fee.

6.3 Failure to attend an appointment without notice may also incur the full charge for the booked service.

7. Telemedicine / Remote Consultations

7.1 Remote consultations (video or telephone) are offered where appropriate.

7.2 You agree to participate in remote consultations in a confidential setting and acknowledge limitations (e.g., inability to perform physical examination).

8. Clinical Records and Privacy

8.1 We collect and process personal and health information in accordance with our **Privacy Policy** and applicable UK data protection law.

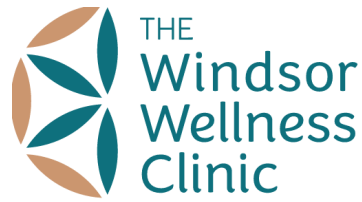
8.2 Clinical records are held securely. With your consent, we may share summaries or

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reports with your NHS GP or other healthcare providers. Information will not be shared without consent except in emergencies or as required by law.

9. Prescriptions and Referrals

9.1 Prescriptions will only be issued following appropriate clinical assessment.

9.2 You acknowledge that any prescription must be dispensed by a pharmacy of your choice and that we are not responsible for pharmacy charges or dispensing errors.

9.3 Referrals to specialist services may be recommended; you are responsible for arranging and paying for any onward care unless covered by insurance.

10. Patient Obligations

10.1 You agree to provide accurate clinical and contact information, follow reasonable clinical advice, and inform us of any changes in your health or medications.

10.2 You must be at least 18 years old to book independently.

11. Limitations & Liability

11.1 We provide services on a best-efforts basis consistent with professional standards.

11.2 We do not guarantee specific outcomes from medical consultations or treatments.

11.3 To the fullest extent permitted by law, our liability for loss or damage is limited to direct losses reasonably foreseeable at the time of contracting; we exclude indirect or consequential losses.

11.4 Nothing in these Terms limits liability for death or personal injury caused by negligence or other liability that cannot be excluded under applicable law.

12. Conduct

12.1 Patients must treat our staff and clinicians with respect. Abusive or threatening behaviour may result in termination of care.

13. Complaints

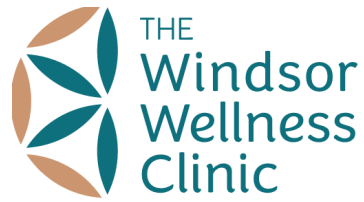
13.1 We aim to resolve concerns promptly. Formal complaints should be submitted in writing as per our **Complaints Policy** available on request or via the website.

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14. Governing Law

14.1 These Terms are governed by the laws of England & Wales. Any disputes shall be subject to the jurisdiction of the English courts.

15. Changes to Terms

15.1 We may update these Terms at any time. The latest version will be published on our website; by continuing to use our services you agree to the updated Terms.

Last updated: 10/3/2026

Review date: 10/3/2027

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