

## **Cancellation Policy for Simply Medicals**

### **1. Introduction**

This cancellation policy applies to all customers of Simply Medicals, the trading name for **SIMPLY MEDICALS - PCV, TAXI & HGV MEDICALS LTD** (Company Number: 11730742). We are an occupational health company that provides medical assessments for drivers, motorsport participants, boxing professionals, safety-critical workers, and other medical services. This policy outlines the terms and conditions under which cancellations, rescheduling, and refunds will be handled.

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### **2. Cancellation and Refund Policy**

#### **2.1 Cancellations Made 24 Hours or More Before the Appointment**

Customers who wish to cancel their appointment may do so up to 24 hours prior to their scheduled appointment time. Only cancellations made at least 24 hours before the scheduled appointment time will qualify for a full refund.

#### **2.2 Cancellations Made Less Than 24 Hours Before the Appointment**

If a cancellation is made less than 24 hours before the appointment, no refund will be provided. Rescheduling of the appointment may be offered at our sole discretion.

#### **2.3 No-Shows and Late Arrivals**

If a patient fails to attend their appointment without prior notice (a "no-show"), no refund will be provided. Additionally, if a patient arrives more than 10 minutes late for their scheduled medical, their appointment will be cancelled and no refund will be issued.

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### **3. Document Requirements**

#### **3.1 Required Documents**

It is the responsibility of the patient to ensure they bring the necessary documents as outlined in the confirmation emails, WhatsApp messages, and the information provided on the Simply Medicals website and booking confirmation page. Failure to bring the correct documentation, including the appropriate level of medical records required for taxi medicals, will result in the following consequences:

- **Refunds:** No refund will be issued if the required documentation is not provided at the appointment.
- **Rescheduling:** Rescheduling of the appointment may be offered, but this is at our discretion.

#### **3.2 Patient Responsibility**

It is the patient's responsibility to ensure they have the correct documentation and medical records for their appointment. Simply Medicals will not be held responsible

for any inconvenience or loss incurred as a result of the patient's failure to meet these requirements.

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#### **4. Motorsport Medicals**

##### **4.1 ECG Availability**

For motorsport medicals, we offer the option of a 12-lead ECG as part of the medical assessment.

##### **4.2 Female Chaperone Availability**

While we strive to ensure a female chaperone is available, this may not always be possible. In such cases, the following options will be provided to the patient:

- **Refund:** A refund may be issued on the day if the patient is not comfortable proceeding without a female chaperone.
  - **Rescheduling:** The patient may be offered an option to reschedule their appointment at our West Bromwich branch, subject to availability and patient suitability.
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#### **5. General Terms**

- **Simply Medicals reserves the right to update or amend this cancellation policy at any time. Any changes to the policy will be made available on our website and will apply to all future bookings.**
  - **This policy is legally binding and forms part of the terms and conditions accepted by the customer when booking an appointment with Simply Medicals.**
  - **By booking an appointment with Simply Medicals, the customer agrees to adhere to the terms of this cancellation policy.**
  - **Any exceptions to this policy will be at the sole discretion of Simply Medicals.**
  - **This policy does not in any way infringe on the rights of customers under English consumer law.**
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**6. Contact Information** For any queries regarding this cancellation policy, please contact Simply Medicals directly through the contact information provided on our website or via the communication channels outlined in your booking confirmation.