

**Terms and Conditions for SIMPLY MEDICALS - PCV, TAXI & HGV MEDICALS LTD
(Company Number: 11730742) Trading as Simply Medicals**

1. Introduction These terms and conditions ("Terms") apply to all services provided by Simply Medicals - PCV, Taxi & HGV Medicals Ltd ("Simply Medicals", "we", "us", "our"). By booking an appointment with us, you agree to be bound by these Terms. These Terms do not infringe on your rights under English consumer law.

2. The Service Simply Medicals provides medical assessments for drivers and workers, including but not limited to HGV, PCV, and Taxi drivers. Our medicals take place in offices, GP practices, haulage yards, mobile medical units, and consultation rooms.

3. Payment and Fees 3.1. Full payment is required at the time of booking. 3.2. Our prices are clearly stated on our website and booking platforms. 3.3. Payments can be made by debit or credit card. 3.4. Fees can also be paid on the day of the appointment but will incur an additional charge of £5.01.

4. Cancellations, Rescheduling, and Refunds 4.1. Cancellations made at least 24 hours before the scheduled appointment will qualify for a full refund. 4.2. If a cancellation is made less than 24 hours before the appointment, no refund will be provided. Rescheduling may be offered at our discretion. 4.3. We reserve the right to cancel any booking at our discretion and provide a refund at any point. 4.4. Patients who are more than 10 minutes late to an appointment may have their appointment canceled, and no refund will be issued.

5. Document Requirements 5.1. It is the responsibility of the patient to bring all necessary documents as required by the appointment confirmation and pre-appointment communications. 5.2. If the required documentation is not provided at the appointment, the doctor may refuse to conduct the medical. Refunds are at the sole discretion of Simply Medicals.

6. Chaperone Policy 6.1. Patients have the right to request a chaperone during their appointment. 6.2. We will make reasonable efforts to provide a chaperone. If a chaperone of the requested gender is not available, the patient may reschedule or request a refund.

7. Patient Obligations 7.1. Patients are responsible for ensuring all information provided is complete and accurate. Simply Medicals is not liable for any errors resulting from incomplete or inaccurate information. 7.2. Customers are paying for a medical assessment, not a pass certificate. If a patient is deemed unfit, the fee remains payable. 7.3. If further medical evidence is required to make a final judgment, a free re-test will be offered once within 12 weeks of the initial appointment, provided the cause of failure is reversible (e.g., high blood pressure, missing blood sugar monitors). 7.4. Any re-test

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after 12 weeks will require payment for a new medical assessment. 7.5. When attending your appointment, you must bring the following:

- Full details of any medication you are currently prescribed.
- Glasses or contact lenses if worn for driving, along with a copy of your most recent optical prescription.
- The full address and contact details for your registered GP. If you are not registered with a GP, you must note this on your form by writing "not registered".
- A valid driving licence or passport for identification purposes. Some assessments may require two forms of identification, which will be outlined in your booking confirmation.
- Any relevant medical information related to specific medical conditions that may impact your assessment.

7.6. It is the patient's responsibility to ensure that Simply Medicals, as a private provider, is acceptable to any third party or organisation requiring the medical assessment. Simply Medicals will not be held responsible if a third party does not accept the assessment. 7.7. For certain assessments, such as taxi medicals, patients may be required to provide specific medical records. It is the patient's responsibility to ensure these records are obtained and provided correctly prior to the assessment. Failure to provide the above information may result in the cancellation of your medical assessment, and you will be charged in full for the cancelled assessment in addition to the fee for any rearranged assessment.

8. Non-Liability 8.1. Simply Medicals is not responsible for any losses incurred due to appointment cancellations, failure to provide required documentation, or insufficient information provided by the patient to make a fair medical judgment. 8.2. Simply Medicals is not liable for any mistakes made by the doctor on the medical form. Our liability is strictly capped at the cost of the medical that has been paid for. We will not be liable for any financial implications arising from human error on the form. 8.3. Simply Medicals will not be held liable for any losses or delays caused by the actions of third parties, such as GP practices delaying the provision of medical records. 8.4. We shall not be held responsible for any financial losses incurred from using our services for business or commercial purposes. This includes, but is not limited to, loss of profits, loss of revenue, business interruptions, or loss of future opportunities.

9. Lateness to Appointments 9.1. Patients who are more than 10 minutes late for their appointment may have their appointment canceled, and no refund will be issued.

10. Medical Forms for Taxi Drivers 10.1. The validity of taxi driver medical forms is limited, and Simply Medicals is not obliged to extend or complete new forms after the

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initial appointment. 10.2. New forms may be issued at our discretion, but if 6 months have passed from the initial assessment, a new medical fee will be charged.

11. Confidentiality 11.1. We adhere to confidentiality guidelines as per the General Medical Council (GMC) regulations.

12. Staff Qualifications 12.1. All our doctors are registered with the GMC and have suitable indemnity insurance to cover the work they carry out for Simply Medicals.

13. Amendments and Updates 13.1. Simply Medicals reserves the right to update or amend these terms and conditions at any time. Any changes will be made available on our website and will apply to future bookings.

14. Delays Beyond Our Control 14.1. We are not responsible for delays that arise from circumstances outside our control. If an event occurs that impacts our ability to provide services on time, we will notify you as soon as possible and will take reasonable steps to reduce the impact of the delay. If significant delays are likely, you have the right to cancel the booking and receive a refund for any services not provided.

15. Dispute Resolution 15.1. If a dispute arises regarding these Terms or the services provided, efforts will be made to resolve the issue amicably. 15.2. If a dispute cannot be resolved, you may bring legal proceedings in the English courts. If you live in Scotland or Northern Ireland, you can bring proceedings in the courts of Scotland, Northern Ireland, or England.

16. Governing Law 16.1. These terms are governed by English law, and any disputes relating to them will be resolved under the exclusive jurisdiction of the English courts. 16.2. If any part of these Terms is found to be unlawful, the remaining sections will continue to be in effect. Each section operates independently, ensuring that the validity of the remaining Terms is maintained.

17. Contact and Communications 17.1. If we have to contact you, we will do so via email, telephone, or SMS, using the contact information provided during booking. 17.2. "Writing" includes emails and other electronic forms of communication.

Contact Us For questions or complaints regarding these Terms, you can contact Simply Medicals using the contact details provided in your booking confirmation or via our website.