



Medihub Private Services - Deposit, Cancellation & Rearrangement Policy

This policy applies to all private (non-NHS) services provided by Medihub Pharmacy and its associated private clinical services.

1. Appointment Deposits

All private appointments require a **£15 deposit** at the time of booking to secure the appointment.

If you attend your appointment, the deposit will be **deducted from the total cost of your consultation or treatment on the day**.

2. Cancellations

All deposits are **non-refundable** if an appointment is cancelled.

This is to cover administrative costs and the loss of clinical time reserved for your appointment.

3. Rearranging Appointments

- If you rearrange your appointment with **more than 24 hours' notice**, your £15 deposit will be **carried forward to the new appointment date**.
- If you rearrange with **less than 24 hours' notice**, the deposit will be **forfeited**, and a new deposit will be required to book another appointment.

4. Non-Attendance (Did Not Attend)

If you do not attend your appointment and have not rearranged it in advance, your deposit will be **forfeited**, and a new deposit will be required to book again.

5. Same-Day Appointments

For appointments booked on the same day, the £15 deposit is required to secure the slot. If the appointment is cancelled or not attended, the deposit will be **forfeited**.

6. Medihub-Initiated Changes

If Medihub needs to cancel or rearrange your appointment, your deposit will be **carried forward to a new date or refunded if you no longer wish to proceed**.



7. Acceptance of Policy

By booking a private appointment with Medihub, you confirm that you understand and accept this policy.