

Payment/Refund & Cancellation Policy

Thank you for choosing **IMY Diagnostics**. We are committed to providing high-quality services while ensuring fair and transparent booking practices for all patients.

To help us manage appointments efficiently, please review our policy below.

1. Deposit Requirement

To secure your appointment, a **£50 deposit** is required at the time of booking.

This deposit confirms your appointment and allows us to allocate clinical time and resources appropriately.

2. Cancellations Made More Than 24 Hours in Advance

If you cancel your appointment **more than 24 hours before** the scheduled time:

- The **£50 deposit will be refunded**
- Any remaining balance paid will also be refunded

Refunds will be processed back to the original payment method where possible.

3. Cancellations Made Within 24 Hours

If you cancel your appointment **less than 24 hours before** the scheduled time:

- The **£50 deposit will be retained**
- Any additional amount paid above £50 will be refunded

4. Same-Day Cancellations or Non-Attendance

If you cancel on the same day as your appointment or fail to attend without prior notice:

- **No refund will be issued**
- The **full amount paid will be retained**

This policy is necessary because same-day cancellations and non-attendance prevent us from offering the appointment to another patient and result in loss of clinical time and resources.

5. Accepted Payment Methods

We accept the following payment methods:

- Debit/Credit cards
- Cash
- Bank transfer (by prior arrangement)

Full payment must be made before or at the time of sample collection unless otherwise agreed.

A receipt will be provided for all payments.

6. Communication of Cancellations

All cancellations must be communicated as soon as possible via email or phone during business hours.

We recommend requesting confirmation to ensure your cancellation has been successfully processed.

7. Exceptional Circumstances


We understand that unforeseen circumstances can arise. Exceptional cases may be reviewed at management discretion.

Final Remarks

This policy ensures fairness, transparency, and availability of appointments for all patients.

For questions or clarification, please contact us:

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