

## **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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