

Terms and Conditions of Use – Hainault Health Clinic

Effective Date: 19/10/2025

1. Definitions

Website: Includes all pages, forms, applications, interactive features, and tools operated by Hainault Health Clinic.

User: Any individual or organisation accessing the website, whether a patient, visitor, or staff member.

Services: Encompasses all clinical and healthcare services, telehealth consultations, advice, resources, and online functionalities offered by Hainault Health Clinic.

Content: Refers to all text, images, graphics, videos, documents, and other materials displayed on the website.

Explanation: This section clarifies the terminology used in the document to prevent ambiguity. “User” could be anyone from a potential patient to a casual visitor seeking information.

2. Acceptance of Terms

By using the website, you:

- Confirm that you are at least 18 years old and capable of entering a legally binding agreement.
- Agree to follow these Terms and Conditions and any future updates.
- Acknowledge that the information provided on the website is for guidance and educational purposes only, not a substitute for professional medical advice.

Explanation: Explicit acceptance protects the clinic legally by establishing that the user understands the website’s limitations and their responsibilities.

3. Use of Website

Users agree to use the website responsibly and lawfully. Prohibited activities include, but are not limited to:

- Attempting to hack or interfere with website security.
- Uploading harmful, abusive, defamatory, or illegal content.
- Collecting data about other users without consent.
- Using the website for fraudulent purposes.

Explanation: This section protects the clinic and other users from misuse, cybercrime, or harassment. It establishes clear rules and consequences for illegal activity.

4. Healthcare Services and Medical Advice

All clinical information, articles, and guidance on this website are intended for general educational purposes. The website may provide information about symptoms, conditions, treatments, or procedures, but this does not replace consultation with a qualified healthcare professional. Telehealth consultations are offered under specific conditions, with users informed about limitations of online care, including the inability to perform physical examinations. Users must seek in-person consultations if symptoms are severe, urgent, or worsening.

Explanation: Including telehealth and online advice limitations reduces liability and informs patients of the

need for professional judgment.

5. Appointments, Payments, and Cancellations

Appointments can be booked online or via telephone. Users must provide accurate, complete information when booking. A £25 deposit is required online for each service, and the remaining balance is payable at the clinic after the appointment. Cancellations require at least 48 hours' notice. Late cancellations or no-shows may result in forfeiture of the deposit. Refund policies are explained at booking and may vary by service type.

Example: If a user books a health session and cancels less than 48 hours before, the deposit may be forfeited to compensate for lost clinic time.

6. User Accounts

Certain website features may require account creation. Users must provide accurate personal information and maintain account security, including passwords. Misuse of accounts, such as impersonation or fraud, may result in suspension or termination.

Explanation: This ensures accountability for online activities and protects patient data.

7. Intellectual Property Rights

All website content, logos, images, and documents are owned or licensed to Hainault Health Clinic. Users may not copy, modify, distribute, or publicly display content without explicit written permission. Copyright infringement may result in legal action.

Explanation: Protects clinic branding and content from unauthorised reproduction or commercial use.

8. Liability and Disclaimers

Hainault Health Clinic is not liable for indirect, incidental, or consequential losses resulting from website use. Clinical information is provided 'as is' and may not be accurate or complete. Users assume responsibility for any decisions made based on the website's content.

Example: A user reads about a treatment online but experiences side effects after trying it without professional consultation. Liability is disclaimed.

9. Third-Party Links

The website may link to external resources for convenience. Hainault Health Clinic is not responsible for the content, privacy, or practices of third-party websites. Users are advised to review external terms and privacy policies before interacting.

10. Data Protection and GDPR

All data collected through the website is handled according to our Privacy Policy. Users consent to processing of personal and health data for clinical, administrative, and communication purposes, in accordance with UK GDPR.

Explanation: This clarifies the legal framework for personal data handling and sets patient expectations for privacy compliance.

11. Amendments

These Terms and Conditions may be updated periodically to reflect legal or operational changes. Continued use of the website constitutes acceptance of the latest version.

12. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

13. Additional Notes

Users are encouraged to save or print a copy of these Terms and Conditions for reference. The clinic reserves the right to deny access to users violating these terms. Use of the website implies acceptance of electronic communication for confirmations, reminders, and updates.

14. Legal Disclaimer

This document is for informational purposes only and may be updated to ensure compliance with the latest UK laws and healthcare regulations. By using our website or services, you acknowledge and agree to these Terms and Conditions.