

Terms and Conditions, Cancellations and Waiver Policy

On booking your appointment you will be asked to confirm that you have read and understood this policy prior to booking your appointment. Please read the following terms and conditions prior to booking.

Fitness certificates for recreational or commercial diving, and for working in the offshore environment are valid PROVIDED there is no significant deterioration in the client's medical condition or symptoms or additional medication. In the event that a client becomes aware of a significant deterioration in their known condition(s), this would invalidate the certificate provided at that point and a new medical report should be sought.

The certificate is not a guarantee of safety or that an unexpected medical incident will not occur. There may be undiagnosed underlying medical problems not picked up via the basic screening involved in the medical. Examination and investigation is limited to known conditions and basic screening based upon consensus amongst the UKDMC, HSE and OEUK.

For patients with certain medical conditions, it is common practice to impose restrictions on a client's participation in these activities. Continuing to participate out with these parameters would invalidate any certificate or insurance.

The certificate is a reflection of whether we are aware of any known contraindications to this activity. Recommendations are only based on the available information at that point. We take no responsibility for any harm that comes from clients not divulging known health issues or giving dishonest answers or information. Any certificate or recommendations based on incorrect medical information is invalid.

Cancellations

We are committed to providing all of our clients with exceptional care. When a client cancels without giving enough notice, they prevent another from being seen. Please notify us of any changes or cancellations to your appointment as far in advance as possible. To cancel or request to rearrange your appointment, please email info@scottishmedicals.co.uk

Refunds on cancellations are provided as follows:

- Cancellation fees Cancellations within 48 hours of your appointment will not be refunded.
- Cancellations within 7 days of your appointment will be refunded at 50% of your booking fee.
- Cancellations between 7 and 28 days of your appointment will be refunded at 75% of your booking fee.
- All bookings include a non-refundable administration charge of 2% of the booking fee which we are unable to refund on cancellation.

We understand that you may be suddenly unwell and feel unable to attend your medical due to an acute illness. If you are suddenly unwell and unlikely to pass your medical and would like to reschedule your appointment. you have an opinion of rearranging your appointment once to an alternative date within the next 6 months, and the current booking fee is kept on hold. If you are then unable to attend your future appointment, you would then forfeit your complete booking fee.

Please ensure you complete and submit any required "Pre-appointment paperwork" prior to booking your appointment with Scottish Medicals. You will be prompted to do this on the booking page, and will also receive an automated reminder email soon after booking. We are unable to continue with your appointment if this paperwork is not submitted. We reserve the right to cancel your appointment if you have not provided the correct documents within 24 hours of you booking your appointment. This is to allow business continuity and also to avoid you incurring any last minute cancellation fees ahead of your appointment. On cancellation of this appointment, you will be provided with a full refund and you may book your appointment at a later date once you have submitted your documents.

This policy is part of the Terms and Conditions agreed prior to payment of appointment through the Scottish Medicals bookings website.