

Terms & Conditions of Service

Precise Clinics – Multidisciplinary ADHD & ASD Clinic

(Registered in Scotland, UK)

Effective Date: [25/01/2026]

1. Introduction

1.1 These Terms & Conditions (“Terms”) govern the provision of assessment, treatment, support, therapy, and related healthcare services (“Services”) provided by **Precise Clinic**, a multidisciplinary clinic based in Scotland, UK.

1.2 By booking or attending Services delivered by the Precise Clinic, you (or your legal guardian/representative) agree to be bound by these Terms.

1.3 “Client” includes the individual receiving the Services, and where applicable, their parent, guardian, or legal representative.

2. Our Services

2.1 The Clinic offers assessments, diagnostics, therapy, treatment planning, and follow-up support for neurodevelopmental conditions including ADHD and Autism Spectrum Disorder (ASD).

2.2 Services may be provided by qualified professionals including psychiatrists, psychologists, speech & language therapists, nurse therapist and other specialists.

2.3 The Clinic may deliver Services in-person at our premises or via agreed remote/virtual methods.

3. Appointments, Cancellations & Changes

3.1 Appointment Booking

Appointments must be scheduled in advance. Clients are responsible for providing accurate contact details and notifying the Clinic of any changes.

3.2 Attendance

Clients are requested to arrive at least 10 minutes before their scheduled appointment time.

For remote appointments, clients should ensure they are available and ready to join the consultation at the scheduled time.

3.3 Late Arrival

If a client is late for an appointment:

- A maximum grace period of 10 minutes may be provided at the discretion of the clinician.
- Clients arriving more than 15 minutes after their scheduled appointment time may have their appointment cancelled and rescheduled.
- The full appointment fee may still be payable where the appointment cannot proceed due to late attendance.

3.4 Cancellation and Rescheduling

Appointments may be cancelled or rescheduled up to 2 hours before the scheduled appointment time.

Cancellation requests should be made by telephone, email, or through any booking system used by the Clinic.

3.5 Missed Appointments and Late Cancellations

Appointments that are missed, not attended, or cancelled with less than 2 hours' notice will incur a £55 administration charge.

Repeated non-attendance or late cancellations may result in restrictions on future bookings or require payment in advance of future appointments.

3.6 Clinic-Initiated Changes

The Clinic reserves the right to reschedule or cancel appointments due to clinician availability, illness, emergencies, or unforeseen circumstances.

Where possible, reasonable notice will be provided and an alternative appointment offered.

4. Fees & Payment

4.1 General

4.1.1 Fees for Services will be provided prior to booking and/or at the time of booking.

4.1.2 Payment is due before or at the time of the Service unless otherwise agreed in writing.

4.1.3 The Clinic accepts payment by debit card, credit card, and bank transfer.

4.1.4 The Clinic reserves the right to suspend appointments, reports, treatment recommendations, prescriptions, or other Services where fees remain unpaid.

4.2 ADHD and Autism Assessment Fees

Assessment fees may be paid using one of the following payment options:

Option 1 – Pay in Full

- Initial Consultation: £95
- Remaining Balance: £1,405

Option 2 – 10-Month Payment Plan

- Initial Consultation: £95
- Second Payment: £255
- Standing Order: £120 per month for 10 months (£115 assessment fee and £5 administration fee)

Option 3 – 3-Month Payment Plan

- Initial Consultation: £95
- £470 per month for 3 months (includes a £5 administration fee)

Payment plans are offered at the discretion of the Clinic and may be withdrawn if payments are not maintained.

Once an assessment process has commenced, fees already paid are non-refundable, except where required by law.

4.3 ADHD Medication Service Fees

Where clinically appropriate and available, the following fees apply:

- Initial Medication Consultation (including titration): £235
- Prescription Fee: £65 (excluding medication costs)
- Follow-Up Review: £125
- Annual Follow-Up Package (up to 4 reviews): £380

Medication costs charged by pharmacies are separate and are the responsibility of the Client.

4.4 Additional Assessment Fees The following assessments are charged at £230 per appointment:

- Sleep Assessment
- Anxiety Assessment
- Trauma Assessment

Unless otherwise agreed, payment must be received prior to the appointment taking place.

4.5 Missed Payments

Where a payment plan has been agreed:

- The Client is responsible for ensuring payments are made on time.
- Missed or failed payments may result in suspension of Services.
- Reports, recommendations, prescriptions, or follow-up appointments may be withheld until outstanding balances are paid.
- The full outstanding balance may become immediately payable if payments are repeatedly missed.

4.6 Refunds

- Fees paid for completed assessments, appointments, reports, prescriptions, treatment recommendations, or other clinical services are non-refundable.
- Where an appointment is cancelled in accordance with Section 3.4, any fees paid may be transferred to a future appointment or refunded at the Clinic's discretion.
- No refund will normally be provided for missed appointments, appointments cancelled with less than 2 hours' notice, or appointments that cannot proceed due to late attendance.

4.7 Outstanding Balances

The Clinic reserves the right to recover any outstanding fees through appropriate legal means where necessary.

Clients remain responsible for all fees incurred for Services provided.

5. Client Obligations

- 5.1 Provide accurate personal, health, and contact information.
- 5.2 Attend scheduled appointments on time.
- 5.3 Follow agreed plans responsibly and communicate any concerns or changes in circumstances.
- 5.4 For minors, a parent or guardian must accompany the client or provide consent.

6. Confidentiality & Data Protection

6.1 The Clinic is committed to protecting your privacy and handles personal information in accordance with the **UK GDPR** and the **Data Protection Act 2018**.

6.2 Your health records, assessments, treatment notes, and identifying information will be kept confidential and only shared as required by law or with your explicit consent.

6.3 We may share or disclose information when:

- Required by law (e.g., public health, safeguarding);
- With other healthcare professionals involved in your care, with consent;
- To protect you or others from risk.

6.4 Our full Privacy Notice is available at [physical copy available on request].

7. Consent

7.1 Clients (or legal guardians) must provide informed consent before assessments or treatment begin.

7.2 For clients under 16, consent must be provided by a parent or legal guardian.

7.3 Consent may be withdrawn at any time, subject to clinical considerations.

8. Remote/Video Sessions

8.1 Where Services are delivered remotely, you agree to ensure:

- A private, secure space;
- Reliable internet or phone connection;
- Appropriate confidentiality during sessions.

8.2 The Clinic will take reasonable steps to ensure secure communication, but cannot guarantee privacy over third-party networks.

9. Safeguarding & Duty of Care

9.1 The Clinic has a duty to report safeguarding concerns to appropriate authorities where necessary under Scottish law.

9.2 If clinical risk is identified (e.g., imminent harm), the Clinic may take action to protect health

and safety, including emergency referrals.

10. Intellectual Property

10.1 Training materials, reports, questionnaires, and documentation prepared by the Clinic remain the Clinic's intellectual property unless otherwise agreed. 10.2 Clients may use copies of reports and materials for personal healthcare purposes.

11. Liability

11.1 The Clinic will provide Services with reasonable skill and care.

11.2 The Clinic's liability to Clients is limited to the value of the fees paid for the Service in question, except where prohibited by law.

11.3 The Clinic does not accept liability for indirect, incidental, or consequential loss.

12. Complaints & Feedback

12.1 If you have a concern about any aspect of Services, speak to a member of staff or follow the Clinic's Complaints Procedure.

12.2 Complaints will be investigated fairly and promptly.

13. Changes to Terms

13.1 The Clinic may update these Terms from time to time.

13.2 The updated Terms will be published, and your continued use of Services constitutes acceptance of the changes.

14. Governing Law

14.1 These Terms are governed by the laws of **Scotland** and the **United Kingdom**.

14.2 Disputes will be resolved under Scottish jurisdiction.

Contact Information

Precise Clinic

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