

GMG

Terms and Conditions

Booking

All teaching appointments are 60 minutes unless otherwise requested. All medical and physiotherapy appointments are 30 minutes. Due to high demand, you may be required to be added to a waiting list. Invoices are sent in advance of the month ahead. This secures your appointment and prevents a loss of appointment opportunity for others should any cancellations be made. Thus, payment for bookings are required to secure your slot and prevents losing a time slot which can be given to another willing patron. Equally, appointments not paid for upon booking cannot be guaranteed and we may choose to reschedule them without such payment confirmation.

Fees

All future teaching fees must be paid for prior to classes in advance of the semester unless otherwise agreed and contracted.

No credit for classes are given.

All fees are payable to Grégoire's Medical Group.

Any other services provided (i.e. private activities) will be invoiced separately to the recipient of the service.

Cancellation

Our cancellation policy requires a 48 hour notice period. If less than 48 hours notice is given you will incur a non-negotiable full fee charge for that appointment value. This is irrespective of signing a contractual agreement; by booking, requesting or agreeing an appointment time you undertake a commitment to that time slot and we reserve the right to charge a fee. Classes cancelled within excess of 48 hours will be returned in credit to use against other future appointments.

Invoicing

The invoice must be settled within 7 days of issue from our company. Any late payment will incur an administration cost of £10 plus a standard late payment fee of £50 or equivalent rate to the contract value as set by the UK government "commercial payment debt recovery". If subsequent overdue invoices or letters are not settled we will seek reimbursement via a debt recovery service. If additional private work is undertaken we will invoice your company separately on the day you allocate. We allow your usual agreed time in any agreed contract for processing payment to clear/execute. However should this exceed 4 weeks from the date of submission we will issue another £50 levy for late payment fee or equivalent rate to the contract value as set by the UK government "commercial payment debt recovery" accumulative for each subsequent week overdue. Invoices will be issued monthly, you may request an alternative method or frequency or total sum invoice if you so desire.

Receipts

All receipts/invoices will be given upon the appointment fee payment which may be paper or electronic, one for each party.

Replacement receipts/invoices may be replaced at a cost of £1 per receipt/invoice.

Personal Property

Any personal property bought into the class is subject to the care and the responsibility of the owner. Grégoire's Medical Group is not responsible for loss or damage to personal items / belongings.



Conduct

It is within our principles to conduct ourselves morally and professionally at all times.

Service

If you arrive late for your appointment, your appointment will be shorter whilst full payment will still be required.

If you have a complaint please contact the office in writing via email or letter to The Auto-Clinical Administrator, miriam@gregoireclinic.com

Patient Confidentiality

All information exchanged between Grégoire's Medical Group, their representatives and service users is to be kept in the strictest confidence in line with good practice.

All information gained from your appointment is protected by the data protection act and we will not disclose any information or contact details without your consent to any third parties.

Grégoire's Medical Group agrees to supply photocopies of records to you or a third party subject to receipt of the request in writing with your full signature. There will be an administration charge of £50 payable by service users or the third party which is at your discretion.

Copyright and Confidentiality

No part of any document or trade methodology may be copied, distributed, recreated or excerpts taken without obtaining written permission from Grégoire Medical Group. All content is copyright protected under Grégoire Medical Group Europe and their constituent company's Grégoire's Medical Group, Grégoire's Physiotherapy Clinic, Grégoire's Language Clinic and Grégoire's Sports Clinic. All intellectual property rights, trade secrets, marketing information and all other information including product and client databases relating to all or any part of the business, property, assets, activities, equipment, technology, products, services, financial affairs, management, administration, customers or clients of Grégoire's Medical Group Europe to any person other than to officers and employees of Grégoire's Medical Group Europe whose province it is to know the same.

Marketing

As a consumer of any product from Grégoire Medical Group you agree to our terms and conditions, privacy and to automatically enter onto our marketing and distribution lists.

Any additional terms to for unique individual arrangements will be outlined in your own individual contract.

