

## **The Direct Debit Guarantee**

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, One Stop Doctors Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request One Stop Doctors Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by One Stop Doctors Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when One Stop Doctors Ltd asks you to.

## **OSD Healthcare Membership Terms and Conditions**

### **These terms and conditions apply to all Membership Plans taken out with One Stop Doctors Ltd**

1. Your agreement is with us, One Stop Doctors Limited incorporated and registered in England and Wales with company number 09692848 whose registered office is at One Medical House, Boundary Way, Hemel Hempstead, Herts, England, HP2 7YIJ
2. Your agreement commences on the start date set out on your membership agreement form and will remain in place until terminated in accordance with these terms and conditions.
3. Minimum term sign up is 12 months, commencing on the date of sign up
4. We offer the following types of membership:
  - GP Membership – Individual
5. As part of your individual membership, you will receive:
  - 3 complimentary GP appointments
  - 3 follow up GP appointments
  - 3 results appointments
  - 50% discount on all additional GP/follow up appointments
  - 25% discount on Urgent Treatment Centre appointments (18+years only)
  - 50% off an OSD Healthcare health assessment (18+ years only) and subject to paragraph 12 below
  - 10% off additional OSD Healthcare services: blood tests and diagnostic imaging
  - 10% off Physiotherapy services (excluding product)
  - 10% off Rapid Access Prostate Clinic (GP consultation & examination)
  - 10% off Women's Health Clinic (New & follow-up appointment)
  - Free annual flu vaccine, where clinically appropriate and subject to paragraphs 11 and 12 below
6. Where a discount is offered under the terms of your membership, this excludes consultant fees, specialist dentistry including external dental laboratory work and specialist dental treatment, retail products, prescriptions, and other membership plans.
7. End of the month payment and 12 month spread payment applies when direct debit is authorised, and the first direct debt has been taken.

8. If you sign up to membership at your first appointment, the first membership payment must be taken at the time of/ on the date of such appointment.
9. References to 'Rapid A access' in the membership documents mean as soon as reasonably possible subject to appointment and availability.
10. You can spread your payments over up to 12 months, subject to a minimum payment of £50 per month.
11. Subject to paragraph 12 below, annual free flu vaccines are available for members where clinically indicated. A member of the nursing team will discuss with you on an individual basis.
12. Flu vaccines and Health Assessments are subject to appointment and availability.
13. Cancelling your membership must be done by email. After the 12 month minimum terms is completed, you must give 1 full calendar month notice to cancel. A full calendar month starts on the first day of the calendar month and finishes at the end of the last day of that calendar month. Existing members have the right to cancel their membership at any time by giving one full calendar months notice. To cancel your membership, please email [enquiries@osdhealthcare.co.uk](mailto:enquiries@osdhealthcare.co.uk)
14. Your membership will automatically renew annually unless notice to cancel is given in accordance with paragraph 13 above.
15. OSD Healthcare reserves the right to cancel, suspend or withdraw membership at any time and will notify you in the event of such cancellation, suspension by notice to you.
16. OSD Healthcare reserves the right to change these terms and conditions to reflect changes in laws or regulatory requirements and to implement adjustments and improvements to our services. and will notify you in the event of such changes by reasonable notice to you. If you are unhappy with the changes, you may cancel your membership in accordance with paragraph 13.
17. From time to time, we may change our monthly membership fees. We will aim not to change the fee more frequently than once in a calendar year, and to ensure that any change is reasonable. We will tell you about any change that will apply to you and will give you at least two full calendar months' notice before the change comes into effect.
18. You have a legal right to change your mind within 14 days of joining and receive a refund of your membership fees. The 14-day cancellation period commences the day of your membership start date which is stated in your agreement This is called the 'cooling-off period'. You must give us written notice of cancellation by (letter to OSD Healthcare, One Medical House, Boundary Way, Hemel Hempstead, HP7 7YH or by email to [enquiries@osdhealthcare.co.uk](mailto:enquiries@osdhealthcare.co.uk) within 14 days from the date on which your membership starts. If you have had appointments at OSD Healthcare during your initial 14 days, these (and any of the services provided during this period) must be paid for at full price.