



## Terms and conditions for services at Chear Ltd

1. These are the terms and conditions for an appointment or services at Chear. You should read these in conjunction with our consent form which we will ask you to sign before our appointment with you. The consent form is a requirement under the regulator, the CQC.

***Please read these terms carefully before you make an appointment with us. These terms tell you who we are, how we provide services to you, how you and Chear can change the appointment/services and other important information.***

### **2. Information about us and how to contact us**

We are Chear Ltd, a company registered in England and Wales. Our company registration number is 5476074 and our registered office is at 30 Fowlmere Rd, Shepreth, Royston Herts SG8 6QS.

How to contact us: You can contact us by telephoning us on (01763) 263333 or by email at [info@chears.co.uk](mailto:info@chears.co.uk)

How we may contact you: we will contact you by telephone or by writing to you at the email address or postal address you provided to us when booking the initial appointment.

“Writing” includes emails. When we used the words “writing” or “written” in these terms this includes emails.

### **3. Our contract with you**

When we make a booking for you, the contract between us will be formed once you have accepted our terms and conditions (T&Cs). We will send you a confirmation email of the appointment details for your booking. You can sign the terms when you arrive at the appointment with us.

### **4. The scope of these terms and conditions**

These T&Cs relate to our supply of audiology/hearing services to you or your child for the appointment. Further treatment may be necessary as we cannot always guarantee that one appointment will fully resolve hearing needs. We may recommend that further appointment/treatment is advisable, for example to define absolute hearing in each ear separately, in which case we will advise you of any additional charges for such appointment(s).

### **5. Your rights to make changes or to cancel an appointment**

If you wish to make a change to your appointment, please contact us on (01763) 263333 or by email on [info@chears.co.uk](mailto:info@chears.co.uk). We will liaise with you on options for change in appointment date or time. If it is possible, we will let you know about any changes to the price of the service, the timing or anything else that would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

## **6. Providing the services**

Initial or one-off appointment. We will see you on the date and at the time of your booked appointment. If the appointment is delayed by an event that is outside our control then we will contact you as soon as possible to let you know and take steps to minimise the effect of the delay. Provided we do this, we will not be liable for delays caused by the event. If there is a risk of substantial delay, you may contact us to cancel the appointment and receive a refund for any services you have paid for but not received.

Reasons that we may delay the supply of services to you may include:

For Chear Ltd to deal with technical problems, for example electricity failure and equipment failure.

In the case of unexpected illness by a clinical staff member.

To allow for service amendment to reflect changes in relevant laws and regulatory requirements.

Following your appointment we may have agreed to produce a report of the findings of the appointment and to send the report to you and any other agencies you specify. We aim to have your report completed and sent within seven days of the appointment.

If you do not attend your appointment we will try to reschedule the appointment at a convenient time for you and Chear Ltd. We request 24-hours' notice if you need to cancel or postpone the appointment, otherwise you will be charged 50% of the appointment cost.

## **7. Your rights to end the contract**

If you have changed your mind about having an appointment at Chear you can cancel the appointment. We require 24-hours notice otherwise you will be liable to pay 50% of the appointment cost. However, we do understand that sometimes there is a need to cancel an appointment for reasons beyond your control, for example due to illness. If you want to cancel your appointment please let us know as soon as possible by phone or email. Please provide your name and details of the appointment.

## **8. Our rights to end the contract**

We may end the contract for services at any time by writing to you if you do not pay the fee when required or you do not provide us with information that may be necessary for us to provide the service.

## **9. If there is a problem with services**

If you have any questions or complaints about the service at Chear Ltd please contact us by telephone on (01763) 263333 or (07415) 056521 or email us at [info@chears.co.uk](mailto:info@chears.co.uk)

## **Summary of your legal rights.**

We are under a legal duty to supply services that conform with this contract. You can ask us to repeat or correct any service which is not carried out with reasonable care and skill or get money back if we cannot correct it. Nothing in these terms will affect your legal rights.

## **10. Price and payment**

The price for the services. The full fee (which is currently VAT exempt) for our clinical time will be shown on our website or agreed by telephone and confirmed by email to you.

Additional price of goods. In the provision of hearing services, we may recommend that you purchase products in order to assist with your treatment. This will be discussed at the appointment, and we will confirm the price of any such products.

### **When you pay and how you can pay.**

We accept payment with most major credit and debit cards or cash. We are no longer able to accept cheques. We require payment at the end of the appointment.

Services covered by third-party insurance. If we have agreed to recover any part of the fee from your insurers (or another third party), you must provide us with the information reasonably required in order for us to recover that part of the fee. However, if for any reason the insurer/third party does not pay that part of the fee on your behalf within a reasonable period after your appointment, you will be required to pay any unpaid part of the fee for yourself.

## **11. How we may use your personal information**

We will only use your personal information as set out in our privacy policy.

## **12. Other important terms**

Nobody else has any rights under this contract. This contract is between you and Chear Ltd. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_