

Bridge Clinic terms and conditions of the service

These Terms & Conditions apply to all services that we (Bridge Clinic) provide to you. We reserve the right to modify these Terms & Conditions any time. Please check back regularly for any changes.

As any other fertility treatment provider, Bridge Clinic is not able to guarantee a successful outcome or an absence of complications as the result of fertility treatment.

Location

Appointments, tests, consultations, scans, egg collections, embryo transfers, intra-uterine inseminations and tubal patency tests will be carried out at:

1-5 Christopher Place, Chalton Street, London, NW1 1JF

Consent forms

- We will discuss your treatment options with you during your consultations. You will need to consent to your chosen treatment(s) prior to the start of any treatment. You must not sign any consent form if you either do not agree with the statements that you are being asked to agree or if you consider that anything is unclear. You should not sign any consent form until any questions that you may have been answered to your satisfaction.
- You may withdraw your consent after you give it by giving us reasonable notice/confirmation in writing of the withdrawal of your consent.

Screening tests

All treatments require mandatory screening tests. These vary depending on the type of treatment and must be completed in order to undergo treatment.

Counselling

Some treatments require the attendance to one or more implications counselling sessions.

Clinical staff and appointments

Whilst we make reasonable efforts to ensure that appointments run to time, we cannot guarantee that appointments will not be delayed or that you will see the same member of the fertility team on every visit. Under very rare circumstances we may need to cancel or rearrange appointments but always aim not to do so where this may disrupt treatment.

Prices and Payment

- Our Price list may be subject to change without notice. The price of any consultation/treatment will be confirmed to you at the time of booking.
- Payment for services provided by Bridge Clinic is required in full at the time of booking. We reserve the right to cancel any appointment if payment has not been received.
- All prices are in pounds sterling. All prices include VAT.
- Any treatment must be agreed and paid for before treatment commences.
- The clinic accepts debit and credit card payments. We do not accept cash or cheques.

- If your treatment is converted from an IVF/ICSI cycle to an IUI cycle, you will be entitled to a refund of the difference in treatment cost.
- We are unable to assist with financial advice, payment plans, funding or loans in relation to paying for treatment.

Cancellation and refunds

- Drugs and consumables are not returnable or refundable.
- Services are not refundable once performed and are otherwise subject to our terms relating to refunds and cancellations.
- In the event that an IVF or ICSI treatment cycle is abandoned prior to egg collection, a refund of £1,500 will be applicable.
- In the event that an Egg freezing treatment cycle is abandoned prior to egg collection, a refund of £1,000 will be applicable.
- In the event that no eggs are collected at egg collection, a refund of £750 will be applicable.
- In the event that the embryo transfer needs to be cancelled because there are no suitable embryos for transfer, a refund of £500 will be applicable
- In the event that no embryos are suitable for freezing, no refund will be issued.
- In the event that a frozen embryo cycle does not result in suitable embryos to transfer because the embryo(s) have not survived the thawing process, a refund of £300 will be issued.
- Consultations may be cancelled and rescheduled provided that not less than 48 hours' notice is given. If consultation appointments are cancelled at less than 48 hours' notice or are not attended, no refund will be given.

Delays in treatment

In some circumstances the treatment may be delayed, this might include:

- If a suitable donor needs to be identified before treatment can commence;
- If Bridge Clinic has a waiting list for patients to access treatment;
- During a 1-2 weeks period at the end of each year when the laboratory needs to close for cleaning and validation.

Third party services

- Costs for medication can vary depending on your clinical need and your response to treatment.
- Costs for anonymous donor sperm will be charged directly by the donor sperm bank to the patient
- Costs for the transportation of frozen gametes and/or embryos will be charged directly by the specialised courier company to the patient

Consequences of non-payment

We reserve the right to cancel appointments and discontinue treatment/services for non-payment of our fees.

Liability

Nothing in these Terms & Conditions shall limit or exclude our liability for death or personal injury caused by our negligence or for fraud. We shall not otherwise be liable for any loss, damage or delay however caused, including in particular where such loss, damage or delay is caused by circumstances beyond our reasonable control.

Patient obligations

- You must always provide us full, true and accurate information, correct any information already provided that later becomes or is found to be incomplete, untrue and/or inaccurate.
- You must inform us without delay of any change in your personal circumstances that may be relevant to your treatment and/or to the consent given by you or a partner/donor.
- You must inform us any change in your address and/or contact details. If we are unable to contact you in order to take your instructions we might have to destroy your gametes and/or embryos in storage at the end of the storage consent period.
- Any patient and partner signing a consent form in respect of treatment will be jointly and severally liable for any monies owing to us in relation to that treatment. This means that we may seek payment from either of the partners having treatment.