

Dr Silberstein Clinic


Tongue Tie & Infant Feeding Specialist



TERMS AND CONDITIONS FOR DR SILBERSTEIN CLINIC

Payment for all initial feeding contacts is required in full to secure the appointment. Invoices and receipts will be provided. Payment can be made by credit card, via our online booking system, cash or via bank transfer.

Cancellations:

If you are unable to attend your appointment-

Dr Silberstein reserves the right to charge the full fee in cases of non-attendance to booked appointments. Cancellations mean that other families who could have had this slot have to wait longer. If you cancel your appointment **within 24 hours** of the booked time, no refunds will be given and if you haven't already paid you will be invoiced the full cost of the consultation, payable within 7 days. If an appointment needs to be cancelled due to illness, an alternative appointment will be offered but no refund will be given.

In the unlikely event of you needing to cancel **within 48 hours** of your appointment time, a £20 admin charge will be charged, and the remaining balance refunded to you.

If you need to cancel **up to 48 hours** before your appointment time, a £10 admin charge will be charged, and the remaining balance refunded to you.

Requests to change your appointment must be received as soon as possible. Requests to reschedule an appointment must be emailed to admin@drsilbersteinclinic.co.uk.

We understand that circumstances change and in the case of an emergency, a refund may be given outside of these terms at the discretion of Dr Silberstein.

If you are entitled to a refund please contact admin@drsilbersteinclinic.co.uk and we will refund, depending on the way payment was made, either via bank transfer or credit card refund.

The full fee is payable for sessions cancelled or rearranged on shorter notice than this



Clinic - 020 3701 3382
Secretary - 07421 223 577



admin@drsilbersteinclinic.co.uk



www.drsilbersteinclinic.co.uk



3 Market Pl,
London
NW11 6LB



We understand that circumstances change and in the case of an emergency, a refund may be given at the discretion of Dr Silberstein. Any refund will be subject to a small fee to cover the cost of the transaction.

Private health insurance:

Dr Silberstein is not registered with any insurance companies. If you want to use insurance, please be aware that you will be paying Dr Silberstein directly and depending on your insurance you may be able to claim the fee back. You will need to clarify with your insurance prior to the appointment if they will cover the cost of the appointment (for example a Lactation Consultation, a Private Medical Consultation or a Tongue Tie Procedure, Osteopathy etc).

Confidentiality & Safeguarding:

All discussion and examinations, which take place during a consultation are strictly confidential and will not be shared. Images taken during the consultation will not be shared, unless the patient has given explicit consent. No practitioner at Dr Silberstein Clinic will share any information with a third party without your permission. However, if a practitioner at Dr Silberstein Clinic believes that there is an issue of child welfare, or that a parent/carer is a danger to themselves or others, this information may need to be passed on to an appropriate source regardless of permission.

GDPR:

Please also take note of our GDPR Policy which can be found on our website.

These terms and conditions are subject to change without notice. If any changes arise, these will be posted on the website.

