



## **Terms of Business**

These Terms of Business outline the conditions under which Aviation Medical Services North East provides medical services. By booking an appointment with us, you agree to the following terms.

Payment for services is required at the time of booking. A current price list is available on our website. If you are unable to attend your appointment, please cancel your booking within the booking system, or inform us with as much notice as possible. We will make every effort to rearrange your appointment; however, if the request is made within seventy-two (72) hours of the scheduled time, it will not be possible to amend the booking as clinical time will already have been allocated. In the event of cancellation with less than seventy-two hours' notice, we regret that refunds cannot be provided. Any cancellation before the 72 hours leading up to the scheduled time is eligible for a full refund.

If for any reason we need to cancel your appointment, you will receive a full refund.

Prior to your medical, please review the Resources section of our website and make sure you are prepared for your medical by for example completing the Civil Aviation Authority (CAA) registration and the Cellma questionnaire, as well as bringing the necessary documents such as photographic identification and spectacle prescriptions where applicable. Please note that failure to complete these steps or provide the necessary items may prevent us from completing your medical, and in such cases refunds will not be possible.

The fees charged are for the delivery of medical services, not for a guaranteed outcome. Additional fees may need to be charged for additional tests that become necessary during the medical. Please see our price list for more details.