The York Clinic – Terms and Conditions

Terms and Conditions

Version 2.0 · Effective 12 October 2026

1. About us and these terms

1.1 The York Clinic is run by The York Clinic Limited, a company registered in England and Wales (company number 15514950). Our registered office is 2 Silkwood Office Park, Fryer's Way, Wakefield WF5 9TJ. In these terms, "we", "us" and "our" mean The York Clinic Limited, and "you" means the person using our website or services.

1.2 We are registered with the Care Quality Commission (CQC) and with the Information Commissioner's Office (registration number ZB674193).

1.3 These terms apply when you use our website, york-clinic.co.uk, and when you book or receive any of our services. Our services include consultations, prescriptions, blood tests and membership. By booking an appointment or joining membership, you agree to these terms. Please read them before you book.

1.4 Our services are for adults aged 18 and over.

1.5 We provide private healthcare that works alongside the NHS. We do not replace your NHS GP. With your consent, we share your treatment plan with your GP.

1.6 We are not an emergency service. If you are unwell and need urgent help, call 999 or NHS 111, or go to your nearest A&E.

1.7 Nothing in these terms affects your legal rights as a consumer.

2. Using our website

2.1 Information on our website, blog and social media is general information about menopause and our services. It is not medical advice about your own situation and does not replace a consultation.

2.2 We try to keep the website accurate and up to date, including prices. If we find that a price was wrong when you booked, we will contact you before we go ahead. You can then either proceed at the correct price or cancel for a full refund.

2.3 When using the website, you must not:

- use it for any unlawful purpose
- submit false or misleading information, or pretend to be someone else
- upload viruses or other malicious code
- try to get round its security features
- copy, scrape or reuse its content for commercial purposes without our written permission

2.4 The text, images and logos on the website belong to us or the people who license them to us. You may view and print pages for your own personal use.

2.5 Our website links to services run by other companies. These include our online booking system, payment providers and partner organisations. We are not responsible for their content, and their own terms and privacy policies apply when you use them.

2.6 We will only publish a review or testimonial that identifies you with your permission.

2.7 We may change, suspend or withdraw any part of the website at any time.

3. Consultations, booking and payment

3.1 You can book through our online booking system, by phone or by email. Consultations take place online by video or in person at our clinic in York. Current prices and appointment lengths are on our Fees page. The price you pay is the one shown when you book.

3.2 You pay in full by card when you book. Most private medical insurance does not cover menopause care. If you plan to claim on a policy, you remain responsible for paying us and for making the claim.

3.3 Before your first consultation, we will ask you to complete a health questionnaire. Please answer it fully and accurately, including your medical history, current medicines and GP details. If we do not have accurate information, we may not be able to treat you safely. We may also ask you to confirm your identity.

3.4 For online consultations, please join from a private place with a reliable internet connection. If an appointment cannot go ahead because of a technical problem on our side, we will rebook it at no charge.

3.5 Our free 15-minute discovery call helps you decide whether our service is right for you. It is not a clinical consultation, and we cannot give individual medical advice or issue prescriptions during it.

3.6 Your clinician will decide on your treatment using their clinical judgement and national guidance from the British Menopause Society and NICE. Booking a consultation does not guarantee a particular treatment or prescription. If we cannot help, we will tell you and suggest where else you could go.

3.7 Changing or cancelling your appointment:

- With more than 48 hours' notice: you can change or cancel it free of charge.
- With less than 48 hours' notice: we may charge 50% of the appointment fee.
- If you do not attend, or arrive more than 10 minutes late: we may charge the full fee.

We will take exceptional circumstances into account.

3.8 If we need to cancel or move your appointment, we will offer you another time or a full refund.

3.9 We expect our team to be treated with courtesy. We may end our care for anyone who is abusive, threatening or violent towards staff. If this happens, we will make sure your GP has the information needed to continue your care safely.

4. Prescriptions and medication

4.1 Prescribing is at your clinician's discretion. We prescribe regulated, body-identical hormones and other licensed treatments. We do not prescribe compounded "bioidentical" hormones.

4.2 Some treatments are prescribed "off-label", meaning they are used outside their UK product licence. Testosterone for women is the most common example. If we suggest an off-label treatment, your clinician will explain this to you before you decide.

4.3 Your private prescription can be:

- dispensed by our pharmacy partner and delivered to your home
- sent electronically to a pharmacy of your choice
- taken over by your NHS GP, if your GP agrees

4.4 Medicines are charged separately from consultation fees. A prescription fee applies to each prescription we issue, unless you are a member (see section 6). Current prices are on our Fees page, and we will tell you the cost of your medicine before it is dispensed.

4.5 We need to review your treatment regularly to keep it safe. We may not issue a repeat prescription if a review or monitoring blood test is overdue.

4.6 Medication supply guarantee. We buy stock of the HRT we prescribe in advance, so national shortages should not interrupt your treatment. If a medicine becomes unavailable for reasons outside our control, such as a manufacturer withdrawing it, we will agree a suitable alternative with you.

4.7 For health and safety reasons, we cannot accept returns of medicines once they have been dispensed. If you receive the wrong medicine, or it is damaged or faulty, contact us and we will replace it at no cost.

4.8 Please take your medicines as prescribed, and tell us about any side effects. If you have a severe reaction, seek urgent medical help (see clause 1.6).

5. Blood tests and investigations

5.1 Our clinicians request blood tests through our pathology partner, Nationwide Pathology. You can have your blood taken at one of more than 150 sites across the UK, or by a phlebotomist at our clinic or at your home. Test prices and blood-taking fees are listed on our Blood Test Pricing page and are payable in addition to consultation fees.

5.2 Your clinician reviews your results and explains what they mean and what happens next. If a result needs prompt attention, we will contact you using the details you gave us, so please keep them up to date. With your consent, we will share your results with your GP.

5.3 To cancel a blood test before your sample is taken, email us at info@york-clinic.co.uk. We will refund your payment minus a £15 administration fee. Once the laboratory has processed a sample, we cannot give a refund. If a sample cannot be analysed because of a collection or laboratory problem, we will arrange a repeat test at no extra cost.

5.4 Other investigations, such as ultrasound scans, are carried out by other providers and charged at their prices. We will tell you the cost before anything is booked.

6. Membership

6.1 Membership gives you ongoing care after your first consultation. It costs £36.99 a month, paid by Direct Debit. You can join once you have had a first consultation and have a treatment plan in place.

6.2 Membership includes:

- a named clinician, so you see the same person wherever possible (if your clinician is away, another of our clinicians will cover)
- a follow-up review about three months after you join
- ongoing clinical reviews, one within every 12 months, at a time you choose
- email access to your clinical team between appointments (see 6.4)
- no prescription fees on prescriptions we issue

6.3 Membership does not include:

- your first consultation
- appointments in addition to your included reviews, which are charged at our standard follow-up rate
- blood tests and other investigations
- the cost of your medicines

6.4 Email access and fair use.

- There is no set limit on how many times you can email us.
- Email access is for non-urgent questions about your menopause care. Examples include side effects, questions about your dose, test results and prescriptions.
- We aim to reply within 2 working days. We check emails during working hours only, not at evenings, weekends or bank holidays. Email is not suitable for urgent problems (see clause 1.6).
- We use our professional judgement to keep this service safe and sustainable for all our members. Some questions are better dealt with in a consultation, such as new or complex symptoms, a major change to your treatment, or anything that needs a longer discussion. In those cases we will ask you to book an appointment. If it is not one of your included reviews, it is charged at our standard follow-up rate.
- If your use of email becomes frequent enough to affect our ability to care for other patients, we will talk to you first and agree a plan. That plan may involve booking appointments instead of emailing. In rare cases we may limit email access or end membership under clause 6.9.
- Clinical emails become part of your medical record.

6.5 It is up to you to decide when to have your included reviews and to book them. To book a review, email us at info@york-clinic.co.uk. Included reviews are not carried forward, and you will not be refunded for any you do not use. If you miss an included review without giving 48 hours' notice, we will count it as used.

6.6 Your first payment is taken when you join, then monthly on the same date. Payments are covered by the Direct Debit Guarantee. If a payment fails, we will contact you. If it is not resolved within 14 days, your membership benefits will be paused. While they are paused, appointments and prescriptions are charged at standard rates.

6.7 You can cancel your membership at any time. There is no minimum term and no cancellation fee. To cancel, email us and cancel your Direct Debit. Your benefits continue until the end of the month you have paid for. We do not refund part months, except under section 7.

6.8 We will give you at least 30 days' notice by email of any change to the membership price or benefits. You can cancel before the change takes effect.

6.9 We may end your membership by giving you 30 days' notice, for example if:

- we can no longer safely meet your clinical needs
- you are no longer under our care
- the fair-use concerns in 6.4 are not resolved after we have discussed them with you

We may end it straight away if payments are not made or if you are abusive towards our team. In every case, we will make sure your GP has the information needed to continue your care.

We may also, at our discretion, end membership at any time for business reasons. If we do, we will tell you as soon as we can and refund any payment covering a period after your membership ends.

7. Your right to cancel and refunds

7.1 If you book a service online, by phone or by email, you normally have 14 days from the date of booking to cancel and receive a full refund. This right comes from the Consumer Contracts Regulations 2013.

7.2 If you book an appointment within that 14-day period, you are asking us to start providing the service before the period ends. If you cancel after the service has started, we may charge for what we have already provided. Once a service has been fully provided, you can no longer cancel it.

7.3 If you cancel membership within 14 days of joining, we will refund your payment. We will deduct the value of any benefit you have already received, such as an included review or a waived prescription fee.

7.4 You cannot cancel or return medicines once they have been dispensed, for health protection reasons (see clause 4.7).

7.5 We pay refunds to your original payment method within 14 days of agreeing them.

7.6 We provide our services with reasonable care and skill. If something goes wrong, you have rights under the Consumer Rights Act 2015. These include having the service put right or, where that is not possible, receiving a fair refund.

8. Liability, privacy, complaints and general terms

8.1 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law. Our clinicians hold appropriate medical indemnity cover.

8.2 We are not responsible for loss that:

- could not reasonably have been foreseen
- is caused by inaccurate or incomplete information you gave us
- is caused by not following clinical advice
- is caused by events outside our reasonable control

We provide our services for private use and are not liable for business losses.

8.3 We keep your medical records confidential and handle your personal data in line with UK data protection law. We only share your information with your GP or other professionals with your consent, unless the law requires otherwise. We are registered with the Information Commissioner's Office (ICO) as a data controller, registration number ZB674193. Our Privacy Policy explains how we use your data.

8.4 If you are unhappy with any part of our service, please tell us at info@york-clinic.co.uk. We follow our Complaints Policy. We will acknowledge your complaint within 3 working days and aim to give you a full response within 20 working days. If you are still unhappy, you can refer your complaint to the Independent Sector Complaints Adjudication Service (ISCAS). The CQC does not investigate individual complaints, but it welcomes feedback about the care you received.

8.5 We may update these terms from time to time, and the version date at the top shows when they last changed. Changes do not affect appointments already booked unless the law requires them to. Members will receive 30 days' notice of any material change.

8.6 If a court finds any part of these terms unenforceable, the rest still applies. If we do not enforce a term straight away, we can still enforce it later. Only you and we have rights under these terms.

8.7 These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

8.8 Contact us:

- Email: info@york-clinic.co.uk
- Phone: 01904 890110
- Post: The York Clinic Limited, 2 Silkwood Office Park, Fryer's Way, Wakefield WF5 9TJ