



Avicenna Health

Weight Management Programme

Terms and Conditions & Payment Plan

Date of starting weight management programme/membership:

Name of Member:

Dear

Thank you for requesting to sign up to our weight management plan. We wish you all the success and hope for you to achieve your goals and more importantly succeed in maintaining your new lifestyle.

The following document outlines:

1. Terms & Conditions for the weight management programme
2. Payment plan for weight management programme

Terms & Conditions for the weight management programme:

These terms & conditions should be read in conjunction with the general terms and conditions for Avicenna Health. By signing this contract, you confirm you have read and accepted both terms & conditions. The general terms & conditions can be found at:

<http://www.avicenna-health.com/upload/Footer/Avicenna%20Health%20Terms%20&%20Conditions%20-%20updated%2001.11.2018.pdf>

1. The Programme:

The weight management programme is a four-month programme starting from the date above.

The full package includes:

a. Unlimited GP appointments:

Unlimited GP appointments are offered as per section 3 of the general terms & conditions for a member.

The exception to this is point 3.7, where a free blood test would not be included as it is already part of the weight management programme

b. Weight loss medication:

All the injectable weight loss medication, needles and sharps bins are included. In addition, all training to administer this will be carried out by one of our GP's. We are unable to administer the medication for the duration of the 4-months in the clinic without additional charge.

c. Blood tests:

These are offered at the start and at the end of the four-month programme to compare your glucose, HbA1c, cholesterol levels and other biochemical markers. Bloods will be taken by our phlebotomist at your home, providing your home address is within 5.0 miles of the clinic (IG88AL – the shortest distance applies as per google maps). Additional charges may apply if you live further, otherwise you are able to come to the clinic to have the blood tests without additional charge.

d. Dietician:

Two virtual appointments are offered with our dietician to focus on your dietary habits. The dietician will delve into your current eating habits with an aim to discuss healthy eating to help and maintain weight loss.

The first appointment will be offered in the first two months of the programme and the second appointment will be offered in the last two months of the programme. Any additional sessions would need to be arranged directly with the dietician and paid for separately.

e. Psychologist:

Two virtual appointments are offered with our psychologist with an interest in weight loss. The psychologist will explore your relationship with food to help you overcome any hidden or apparent barriers to losing weight.

The first appointment will be offered in the first two months of the programme and the second appointment will be offered in the last two months of the programme. Any additional sessions would need to be arranged directly with the psychologist and paid for separately.

f. Personal Trainer:

Four virtual or face to face sessions are offered with either a male or female personal trainer. They will help you focus on the importance of exercise and help plan a personalised, achievable exercise programme to help you with your weight loss journey.

The face-to-face sessions would be arranged at a convenient time with the personal trainer and would be at <https://www.ptstudioone.com/>

Only one appointment will be offered per month of the programme. Any additional sessions would need to be arranged directly with the personal trainer and paid for separately.

2. Fees

We are fully aware that to get the most out of a weight loss programme, patients need a holistic approach looking at their diet, mindset, exercise and focus on their general health.

Although we feel all the components above are essential for you to achieve the best possible outcome, if you feel that you would like to opt out of certain aspects of the programme, this can be arranged with a reduced monthly price.

The cost for the programme, with all the components above is £575 a month, for four months. Each month is payable upfront by direct debit.

Tel: 020 8712 5565

Email: enquiries@avicenna-health.com

Website: www.avicenna-health.com

The basic package includes:

- Unlimited GP appointments
- Weight loss medication and disposables
- Blood tests at the end of the 4-month programme

You can opt out of:

- Blood test at the start of the programme
 - Ideally, you should provide us with baseline blood tests which include cholesterol and HbA1c within 6 months of the start date to opt out of this option
 - To remove this option, minus £20 per month from the monthly cost
- Dietician appointments
 - To remove this option, minus £40 per month from the monthly cost
- Psychologist appointments
 - To remove this option, minus £50 per month from the monthly cost
- Personal Trainer sessions
 - To remove this option, minus £40 per month from the monthly cost

Please tick which option you would like to sign up for:

- **Full Package including Bloods at the start and end of the programme, Dietician, Psychologist, Personal Trainer sessions**
- OR
- **Full Package minus: (choose those options that you would like to remove)**
 - Bloods at the start of the programme
 - Dietician appointments
 - Psychologist appointments
 - Personal Trainer sessions
- OR
- **Basic Package Only**

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Payment Plan:

Direct Debit Payment: You will need to set up a direct debit to take part in this programme. Please complete your details on this link:

<https://xero.gocardless.com/pay/co/GEN8160349640>

3. Termination of the weight management programme:

- You have a 14-day cooling off period, after signing this agreement, where you will be entitled to a full refund minus any administrative costs and minus any medications which you have received – see below. Please note, medications cannot be returned after being dispensed and will be charged at the full amount per month.
- After the 14-days, termination of the direct debit will mean that the contract has been terminated and you will not be entitled to any refunds.
- Any failure of the direct debit to be taken, will mean immediate termination of the contract and charges will be made for any services/medications that have been received

Costs for termination:

- GP appointments used will be charged at £95 per face-to-face appointment and £50 per telephone appointment
- Administrative costs will be charged at 20% of the monthly membership or £75; whichever is the higher amount
- Medications & disposables will be charged at £300 for a month's supply
- Dietician appointments used will be charged at £100 per appointment
- Psychologist appointments used will be charged at £150 per appointment
- Personal trainer appointments used will be charged at £50 per session
- Bloods will be charged at £100 per blood test

Please note, that failure to pay any monies due to Avicenna Health, will be referred to an external agency to collect monies owed. You agree to your details being passed to an external agent and agree that extra fees will be incurred when the chasing of monies owed is passed to an external agent. Please see payment terms and conditions on:

<http://www.avicenna-health.com/upload/Footer/Payment%20Terms%20and%20GDPR%20Policy.pdf>

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By signing this declaration, you agree that you have read and accepted our Weight management terms & conditions, General Terms & Conditions, GDPR and Payment Policies and Privacy Notice. Please see www.avicenna-health.com for all these documents.

This contract must be electronically signed and returned to us prior to any further consultations with our doctors.

Signed:

Date:

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