

3H Clinic

Patient Terms and Conditions

Version 1.0 | Effective Date: 01/09/2026

1. Introduction

These Terms and Conditions govern the provision of private medical services by 3H Clinic. By booking an appointment, you agree to these terms.

2. Appointments

Patients are responsible for providing accurate contact and health information and attending appointments at the agreed time.

3. Fees and Payment

Fees will be communicated before the appointment. Payment is due at the time of booking or as otherwise agreed.

4. Cancellation and Refund Policy

- 48 hours or more before the appointment: Full refund.
- Between 24 and 48 hours before the appointment: 50% refund.
- Less than 24 hours before the appointment or failure to attend: No refund.
- Exceptional circumstances may be considered at the discretion of the clinic.

5. Late Arrivals

Late arrival may result in a shortened consultation or rescheduling. Full fees may still apply.

6. Clinical Services

The clinic provides private healthcare services. In an emergency, patients should contact NHS emergency services or attend the nearest Emergency Department.

7. Confidentiality and Data Protection

Personal information is handled in accordance with the 3H Clinic Privacy Notice.

8. Complaints and Patient Feedback

Please refer to the Clinic's separate Complaints Policy, available on the clinic website.

9. Changes to Terms

3H Clinic may update these terms from time to time. The latest version will be available on request or via the clinic website.

10. Contact Details

3H Clinic, Oak Lodge Business Centre, 129 School Lane, Norwich, NR9 3LB

Email: info@3hclinic.com

Website: www.3hclinic.com