

TERMS AND CONDITIONS FOR ONLINE PAYMENTS AND SERVICES

Effective date: June 2026

1. Trader Identity and Contact Details

These Terms and Conditions govern the purchase of services from:

Gynae Expert Ltd trading as The Amara Clinic

Registered in England and Wales

Registered Manager and Owner: Miss Anne Henderson, Consultant Gynaecologist

The Amara Clinic, Tunbridge Wells, Kent

Telephone: 03333 222122

Email: enquiries@gynae-expert.co.uk

Website: <https://gynae-expert.co.uk/>

Credit Control / Billing Enquiries: creditcontrol@gynae-expert.co.uk | 03333 052220

(Credit Control is available by telephone Monday to Friday, 9–11am)

2. About These Terms

These Terms and Conditions (“Terms”) apply to all purchases of services and packages made online or at a distance through The Amara Clinic’s booking and payment systems. They should be read alongside our Consultation and Fee Letter, which provides supplementary information about our services, clinical team, and pricing.

By completing an online payment or booking, you confirm that you have read, understood, and agree to be bound by these Terms.

These Terms constitute a distance contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.



The Amara Clinic T: 03333 22 21 22 E: enquiries@gynae-expert.co.uk

www.gynae-expert.co.uk

Owner and Director: Miss Anne Henderson Consultant Gynaecologist and British Menopause Society Advanced Specialist

3. Our Services

The Amara Clinic is a private adults-only specialist clinic offering services in menopause, gynaecology, and complex hormone health. Services include, but are not limited to:

- Menopause consultations and care packages
- Complex hormone (PMS/PMDD) consultations
- Gynaecology consultations
- Pelvic transvaginal ultrasound scanning
- HRT implants
- Phlebotomy and blood testing
- Cervical smear and infection screening
- WID-Easy endometrial cancer testing
- Emsella Chair pelvic floor treatment
- Cognitive Behavioural Therapy (CBT)
- Weight management consultations
- Prescription services

Full details of all services and applicable fees are set out in our current Consultation and Fee Letter, available on our website and provided to all prospective patients prior to booking.

4. Pricing

The total price for each service will be clearly displayed to you before you complete your online payment. All prices are in pounds sterling (GBP) and inclusive of any applicable taxes.

Current fees include (but are not limited to):

- New Menopause Consultation with Miss Henderson: £475
- New Menopause Consultation with a Menopause Specialist GP: £390
- Follow-up Menopause Consultation with Miss Henderson: £310
- Follow-up Menopause Consultation with a Menopause Specialist GP: £280
- New Patient Menopause Package with Miss Henderson: £1,465 (payable over 10 monthly instalments)
- New Patient Menopause Package with a Menopause Specialist GP: £1,300 (payable over 10 monthly instalments)
- Annual Review with Miss Henderson: £350
- Annual Review with Menopause Specialist GP: £310
- New Gynaecology Consultation with Miss Henderson: £385



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- Follow-up Gynaecology Consultation with Miss Henderson: £295
- Pelvic Transvaginal Ultrasound Scan: £395
- Emsella Chair Package: £1,350
- Emsella Chair Maintenance Session: £300
- CBT Consultation: £195
- New Weight Management Consultation: £175
- Weight Management Follow-up: £95
- Admin Consultations: £135 (existing patients only)
- Prescription Administration Fee: £45
- Phlebotomy Fee: £50 (plus test costs)

Please refer to our current Consultation and Fee Letter for full pricing details, including package options and combined service pricing. We reserve the right to amend our fees at any time; however, the price displayed to you at the point of checkout is the price you will be charged for that booking.

5. Payment

All patients are registered with either the GoCardless direct debit scheme or the Take Payments Continuous Payment Authority (CPA) system for card payments. Both are fully regulated by the Financial Conduct Authority (FCA).

- For new self-funding appointments, full payment is taken at the time of booking.
- For follow-up appointments, a 20% deposit is required to secure the booking; the remaining balance is taken two to three weeks prior to the appointment date.
- For care packages with staged payments, the Credit Control team will confirm the instalment schedule via GoCardless.
- Where patients hold private health insurance, any shortfall or excess payment becomes due at the time of the consultation or treatment.

We are unable to hold appointment slots without full compliance with our payment requirements. Financial data is processed and stored securely via FCA-regulated systems and is not retained by The Amara Clinic or Gynae Expert Limited.



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6. Cancellation Rights and Refund Policy

6.1 Your Statutory Right to Cancel (14-Day Cooling-Off Period)

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel this contract within 14 days of booking without giving any reason.

The cancellation period expires 14 days after the day on which the contract is entered into (i.e. the date of your booking).

To exercise your right to cancel within this period, you must notify us by an unambiguous statement (for example, by telephone or email) using the contact details in Section 1 above.

6.2 Waiver of the 14-Day Cancellation Right

If you request that your appointment or service begins within the 14-day cancellation period, you acknowledge and expressly agree that:

- You are requesting that the service begins before the end of the cancellation period;
- You understand that, once the service has been fully performed, you will lose your right to cancel;
- If the service has been partially performed, you may be liable to pay a proportionate amount for the service provided up to the point of cancellation.

By completing payment for an appointment that falls within 14 days of booking, you are confirming your agreement to the above.

6.3 Clinic Cancellation and Rescheduling Policy

The following policy applies to all cancellations and rescheduling requests outside the statutory 14-day cooling-off period, or where that right has been waived:

- If you wish to reschedule an appointment, you must contact the Clinic Team by telephone (03333 222122) within three working days of receiving your appointment details. We are unable to accept rescheduling requests by email.
- Rescheduling requests made within four weeks of the appointment date cannot be guaranteed and will only be considered in exceptional circumstances.
- If you reschedule within four weeks of your appointment date, a 100% rescheduling fee will apply.
- Cancellations made with less than three working days' notice will incur a 100% cancellation fee.
- Failure to attend an appointment (DNA) will incur a 100% cancellation fee.



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Cancellation and rescheduling fees are managed by our Credit Control Department and apply to both self-funding and insured patients. Insurance shortfall or excess payments are treated as self-funding debt.

6.4 Refunds

Where a valid cancellation is made within our guidelines, a full refund will be provided upon request. Refunds will be processed to the original payment method within 14 days of the cancellation being confirmed.

Where a cancellation fee applies and has been charged, this is non-refundable except at the sole discretion of the clinic in exceptional circumstances.

7. Limitation of Liability

To the fullest extent permitted by applicable law:

- The Amara Clinic's total liability to you in connection with any booking or service shall not exceed the total amount paid by you for that specific appointment or service.
- The Amara Clinic shall not be liable for any indirect, consequential, or special losses arising out of or in connection with our services, including loss of income, opportunity, or any other economic loss.
- Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under applicable law.

Our clinical services are provided by qualified and regulated healthcare professionals. Clinical outcomes cannot be guaranteed. These Terms do not affect any rights you may have under consumer protection law or the law relating to clinical negligence.

8. Dispute Resolution

We take all complaints and concerns seriously and aim to resolve matters promptly and fairly.

In the first instance, please contact us directly:

- By telephone: 03333 222122
- By email: enquiries@gynae-expert.co.uk
- By post: The Amara Clinic, Tunbridge Wells, Kent



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We will acknowledge your complaint within two working days and aim to provide a full response within 20 working days. If you remain dissatisfied following our response, and your complaint relates to our clinical services, you may be able to refer the matter to the Care Quality Commission (CQC) or the relevant professional regulator.

For billing or payment disputes, please contact our Credit Control Team in the first instance: creditcontrol@gynae-expert.co.uk | 03333 052220.

These Terms do not affect your statutory rights as a consumer.

9. Data Protection and Privacy

The Amara Clinic is committed to protecting your personal data and complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We collect and process personal data (including special category health data) as necessary to provide our services, manage your care, process payments, and comply with our legal and regulatory obligations.

We do not sell your personal data to third parties. Data is shared only where necessary with regulated partners (for example, payment processors, pharmacy partners, and pathology providers) in accordance with our Privacy Policy.

For full details of how we collect, use, and protect your personal data, and your rights under data protection law, please see our Privacy Policy, available at <https://gynae-expert.co.uk/privacy-policy/>.

If you have a query regarding your personal data or wish to make a Subject Access Request, please contact us at enquiries@gynae-expert.co.uk.

10. Governing Law and Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.



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11. General

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be deemed severable from the remaining Terms, which shall continue in full force and effect.

We reserve the right to update these Terms at any time. The version in force at the time of your booking shall apply to that booking.

These Terms, together with our [Consultation and Fee Letter](#) and [Privacy Policy](#), constitute the entire agreement between you and The Amara Clinic in relation to your booking and purchase of services.

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