



MediDrive UK Terms and Conditions

1. Introduction

Welcome to **MediDrive UK**. By booking or using our driver medical services, you agree to abide by these Terms and Conditions. These T&Cs apply to all services provided by MediDrive UK, referred to as "we," "us," or "our." The term "Client" refers to any individual using our services.

2. Definitions

- **Services:** Medical assessments provided for PCO/Taxi drivers, D4 medicals, HGV drivers, Ambulance drivers and other driver-related assessments/certifications.
- **Client:** Any individual or entity booking and/or receiving our services.
- **Agreement:** The understanding between MediDrive UK and the Client, governed by these T&Cs.

3. Services Provided

MediDrive UK specialises in driver medicals, including but not limited to:

- PCO driver medicals.
- D4 medicals for HGV and PSV licenses.
- Other health assessments as required by licencing authorities.

Our services are provided in compliance with relevant medical and regulatory standards.

4. Client Responsibilities

The Client agrees to:

- Provide accurate personal and medical history during the consultation.
- Arrive on time for scheduled appointments.
- Bring all required documentation (e.g., forms, photo ID).
- Notify us promptly of any changes to booking details.



5. Fees and Payment Terms

- **Pricing:** Our service fees are clearly outlined on our website and at the point of booking. All prices include applicable taxes.
- **Payment:** Payment must be made at the time of booking or on the day of the appointment.
- **Refunds:** Payments are non-refundable unless otherwise specified in Section 6 (Cancellations).

6. Cancellations and Rescheduling

- **By the Client:** Cancellations must be made at least 24 hours before the appointment to qualify for rescheduling or a refund. Late cancellations or no-shows will result in a charge equal to the full-service fee.
- **By MediDrive UK:** In rare cases, we may need to cancel or reschedule appointments. In such instances, the Client will be notified as soon as possible, and any prepaid fees will be refunded or credited toward a new booking.

7. Confidentiality

We respect your privacy and handle your personal information in accordance with the General Data Protection Regulation (GDPR). Your medical records will be kept confidential and only shared with licencing authorities if required and with your consent.

8. Liability

MediDrive UK is not liable for:

- The outcome of licencing authority decisions based on medical assessments.
- Delays caused by the Client's failure to provide accurate or complete information.
- Any indirect, incidental, or consequential damages arising from the use of our services.

9. Intellectual Property

All content on our website, branding, and materials are the intellectual property of MediDrive UK. Unauthorised use, reproduction, or distribution is prohibited.

10. Termination

We reserve the right to refuse or terminate services to any Client who fails to comply with these T&Cs or engages in inappropriate behaviour.



11. Dispute Resolution

In the event of a dispute, both parties agree to attempt resolution through negotiation. If unresolved, disputes will be subject to the laws of England and Wales and resolved in the courts of the same jurisdiction.

12. Amendments

MediDrive UK reserves the right to amend these T&Cs at any time. Updated terms will be posted on our website and continued use of our services indicates acceptance of the revised terms.

13. Force Majeure

We are not liable for delays or cancellations caused by events beyond our control, including but not limited to natural disasters, strikes, or unforeseen emergencies.

14. Contact Information

If you have any questions or concerns about these Terms and Conditions, please contact us:

- **Email:** booking@medidrive.uk
- **Phone:** +44 0207 088 8099
- **Website:** www.medidrive.uk

15. Acceptance

By booking and using our services, you confirm that you have read, understood, and agreed to these Terms and Conditions.