**Terms & Conditions**
**Effective Date:** August 2025

By accessing or using the services provided by **Tatrio Ltd**, you agree to the following Terms and Conditions. Please read them carefully.

**1. About Tatrio Ltd**

Tatrio Ltd provides private healthcare services, including clinical consultations, nursing care, and training courses. All services are delivered by qualified professionals and are intended for individuals aged 18 and over, unless otherwise specified.

**Important:** This service is *not suitable* for medical emergencies. If you are experiencing a medical emergency, call **999**. Tatrio Ltd does not replace NHS services.

**2. Appointments and Consultations**

* Appointments may be conducted in person or via secure virtual consultation (Semble).
* Accurate and complete health information must be provided to ensure safe and appropriate care.
* You will be asked to complete a health questionnaire at the time of booking. A clinician will review this to assess whether your health concern is appropriate for Tatrio Ltd services.
* Tatrio Ltd reserves the right to accept only those patients who are clinically appropriate and within the scope of the attending clinician.
* At registration, you will need to provide your name, date of birth, full postal address, your GP's name and address, and a photo ID.
* Tatrio Ltd may cancel or reschedule appointments for clinical or operational reasons. A full refund or alternative appointment will be offered.
* Missed appointments or cancellations made with less than 24 hours’ notice may incur a fee (see Section 4).
* It is a requirement that we notify your GP of any treatment or medication prescribed during your consultation:
	+ You may decline this, but it is then your responsibility to inform your GP.
	+ At the end of your consultation, a summary will be sent to your GP and a copy will be emailed to you.
* In an emergency, we may contact your GP, emergency services, or social care without your consent.
* You must present valid photo ID (e.g. passport or driver’s licence) at the start of the consultation.
* You will be asked to confirm your location at the start of any virtual consultation.

**3. Medical Advice**

Services are provided by registered healthcare professionals. While we aim to offer accurate and appropriate care, Tatrio Ltd does not replace your GP or specialist. You are encouraged to inform your GP of any advice or treatment received.

**4. Booking, Cancellation & Fees**

* Appointments must be booked via our website or support team.
* **Cancellation Policy:**
	+ More than 48 hours' notice: No charge.
	+ 24–48 hours' notice: 50% of the appointment fee.
	+ Less than 24 hours' notice or no-show: 100% of the fee.
	+ Rescheduling is permitted up to 24 hours in advance, subject to availability.
* **Late Attendance:**
	+ If you are more than 5 minutes late, you may still be seen for the remainder of your appointment, but the full fee will apply.
	+ We may offer to reschedule, depending on clinical capacity.
* Tatrio Ltd reserves the right to refuse service due to:
	+ Inappropriate or abusive behaviour toward staff
	+ Failure to pay fees
	+ Persistent cancellations or non-attendance

**5. Prescriptions and Referrals**

* Private prescriptions may be issued at the clinician’s discretion.
* Medication costs are not included in the consultation fee and are set by individual pharmacies.
* Clinically appropriate referrals may be made to specialists or external services.
* Referrals may be open (any provider) or closed (named consultant).
* It is your responsibility to arrange follow-up appointments and provide accurate pharmacy information.

**6. Payment Terms**

* Full payment is required at the time of booking unless otherwise agreed in writing.
* Payments are processed via secure link.
* Refunds are issued only in line with the cancellation policy.

**7. Nursing Services**

* Nursing services are provided at the discretion of Tatrio clinicians, usually following referral from other healthcare providers.

**8. Training Services**

* All training courses require booking confirmation.
* Group or bespoke training packages may be arranged upon request.
* Cancellations or rescheduling with fewer than 7 days’ notice may incur a fee.

**9. Use of Website**

By using our website, you agree not to misuse or attempt unauthorised access. Website content is for general information and does not constitute medical advice.

**10. Liability**

* Tatrio Ltd does not provide emergency care.
* Clinical advice is offered in good faith based on best practice.
* We do not guarantee specific outcomes.
* We are not liable for indirect or consequential loss resulting from the use of our services or website.
* Tatrio Ltd maintains professional indemnity insurance.

**11. Privacy**

We process your data in accordance with UK GDPR and the Data Protection Act 2018.

* Personal and medical data is collected to provide care, manage bookings, and communicate with you.
* Data retention:
	+ Patients: 8 years after last consultation
	+ Enquiries: up to 18 months
* You have the right to access, amend, delete, or restrict processing of your data.
* Third-party providers are contractually bound to maintain confidentiality.
* No automated decision-making is used.
* International transfers, if applicable, meet UK and EEA standards.

**12. Intellectual Property**

All content on the Tatrio Ltd website—including text, images, graphics, and logos—is owned or licensed by Tatrio Ltd. Use or reproduction without permission is prohibited.

**13. Termination**

Tatrio Ltd reserves the right to refuse or terminate services if these Terms are breached. Any outstanding payments will remain due.

**14. Governing Law**

These Terms & Conditions are governed by the laws of England and Wales. Legal disputes will be handled in English courts.

**15. Amendments**

Tatrio Ltd may update these Terms & Conditions without prior notice. Updates will be posted on our website. You are responsible for reviewing terms before each service.

📧 **Contact Us**
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**Document Control**

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