

1. Introduction

Thank you for joining My iGP Membership. This agreement details the terms and conditions you accept by using your membership. Please review it carefully, as using our services means you agree to these terms, including any future updates

2. The Services

- **Start and Duration:** Your membership begins upon signup and includes a 12-month 'initial term' commitment, renewing monthly thereafter.
- **Eligibility:** Primary Membership (as the lead person on a policy) is available for UK residents aged 18 or older. Under 18s can only join as part of an adult's membership.
- **Conduct:** Respectful behaviour towards staff is always expected. Breaches of this conduct policy may lead to suspension of services.
- **Service Interruptions:** Services may be temporarily suspended for technical or regulatory reasons. We will notify you if delays occur.
- **Booking Frequency:** Unlimited members are advised to avoid booking more than two appointments per week unless medically necessary. Consecutive or back-to-back bookings on the same day require prior approval for medical reasons.
- **Cancellations and No-Shows:** Please provide 24-hour notice for cancellations. Repeated issues may lead to a review or additional fees.
- **iGP Discretion:** Appointment usage is monitored to ensure fair access for all members. We may adjust scheduling if overuse limits access for others.

3. Price & Payment

- **Fees:** You agree to pay your membership fee upon joining. Monthly renewals may see fee adjustments with 30 days' notice.
- **Payment Options:** Monthly payments start from signup to the next billing cycle.
- **Missed Payments:** If a payment is missed, your membership will be suspended. Two consecutive missed payments will result in cancellation.

4. Additional Charges & Exclusions

- **Additional Charges:** Extra fees may apply for additional appointments, added treatments, pathology or diagnostic tests, and excessive use under our Fair Usage Policy.
- **Excluded Services:** Pathology tests and screens, additional treatments, diagnostics, NHS services, specific medications, and certain medical examinations or reports are not included within the number of consultations covered by a membership. However, if your membership plan includes discounts, these services may be offered at a reduced rate.

5. Patient Responsibilities

- **Appointment Attendance:** Please attend all appointments or notify us in advance for rescheduling. Fees may apply for missed or late cancellations.
- **Clinic Conduct:** Follow all clinic guidelines, including any bookings made on behalf of others.

6. Termination & Appointment Cancellation

- **Contact for Cancellations:** Call **03456 252252** to rearrange or cancel an appointment.
- **Cooling-Off Period:** You may cancel within 14 days for a full refund if services have not been received. If services are used within this period, charges will apply.
- **Subscription Cancellation:** If you cancel your membership after the 14 days cooling-off period, but during the initial term, a full outstanding balance payment of the remaining membership will be required. After the 'initial term' has passed, 30 days' notice is required for cancellation of a membership.
- **iGP Cancellation Rights:** iGP may end membership for term breaches or lack of necessary information. We may withdraw membership services with 5 days' notice if necessary.

7. Complaints

If dissatisfied with any service, contact the **iGP Complaints Team** at enquiries@theigp.co.uk

8. Usage

iGP Membership content is protected by intellectual property rights. You may not share, duplicate, or modify our content without permission. Unauthorised use may result in suspension of access.

9. Liability

- **Service Provision:** iGP is committed to quality service and will address any service issues raised by members.
- **No Business Liability:** Membership is for individual use only. We are not liable for business-related losses.

10. Privacy & Data Protection

Please ensure your contact details are current. Notify us promptly of any updates.

11. Other Terms

- **Transfer of Rights:** Rights under this agreement cannot be transferred without our written consent.
- **Severability:** If any part of this agreement is deemed invalid, other terms remain enforceable.
- **Governing Law:** This agreement follows English law, and legal proceedings can be initiated in English courts (or Scottish/Northern Irish courts, as applicable).