

## TERMS & CONDITIONS – RECOVERY INC

- **Cancellation Policy:** Please note that 24-hours' notice is required to cancel this appointment to avoid being charged in full.
- We will not sell, rent or share your personal information with third parties in other ways without your consent. Please see our [Privacy Policy](#).
- **Important:** please take the time to read the below to confirm your suitability for an appointment.

For your safety, the online booking system for face-to-face appointments should only be used for those NOT in the high-risk categories. **Please read the following conditions and only click 'accept' if NONE of these applies.**

If one or more of the following conditions applies, please email [support@recoveryinc.co.uk](mailto:support@recoveryinc.co.uk) and we will gladly help you in the best possible way; this may be via a virtual consultation if more appropriate.

- a. Aged 70 or older.
- b. Are pregnant.
- c. Have a lung condition (such as, but not limited to, severe asthma, COPD, emphysema or bronchitis, cystic fibrosis).
- d. Have heart disease (such as heart failure).
- e. Have diabetes.
- f. Have chronic kidney disease.
- g. Have liver disease (such as hepatitis).
- h. Have a condition affecting the brain or nerves (such as, but not limited to, Parkinson's disease, motor neurone disease, multiple sclerosis, or cerebral palsy).
- i. Have a condition that means you have a high risk of getting infections.
- j. Are taking medicine that can affect the immune system (such as steroids).
- k. Have a BMI of 40 or above.
- l. Have had an organ transplant.
- m. Are having chemotherapy or antibody treatment for cancer, including immunotherapy.
- n. Are having an intense course of radiotherapy (radical radiotherapy) for lung cancer.
- o. Are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors).
- p. Have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma).
- q. Have had a bone marrow or stem cell transplant in the past 6 months or are still taking immunosuppressant medicine.
- r. Have a condition that means you have a very high risk of getting infections (such as, but not limited to, SCID or sickle cell).
- s. Have tested positive for Covid-19 during the last 10 days.

**By clicking accept, you agree that NONE of these conditions applies to you.**

If booking a virtual online appointment, the above does not apply.