



London
South Bank
University

EST 1892



**Confucius Institute for
Traditional Chinese Medicine at
London South Bank University**
伦敦中医孔子学院

Clinic Terms and Conditions



Deposit and Payment

- When booking the appointment you will be required to pay an upfront deposit of 50% of the total treatment cost. This deposit can be paid at the online shop or at the Caxton House reception.
- The remaining 50% of the payment will be made after the treatment session.
- Please bring proof of your deposit to your appointment, otherwise you may be charged the full amount.

Late

- If you are more than 15 minutes late for the treatment, and you wish to proceed with your treatment, you will be required to pay the full cost of the treatment. However, the length of your treatment will be reduced depending on how late you are.
- If you are late and you choose not to proceed with the treatment you will not be refunded any of your deposit and you will not be able to reschedule (unless another deposit is paid). This instance would be considered a late cancellation.

Cancellation

- If you cancel more than 24 hours before your appointment you will be entitled to reschedule your appointment.
- If you cancel within 24 hours of the appointment you will not be refunded any of your deposit and you will not be entitled to reschedule. If you want to arrange another appointment you will have to pay another deposit.

Specialist Clinic Only

- Prior to the first appointment at the specialist clinic all patients must have an initial consultation session.
- If patients stop coming to the clinic for 6 months or more, they must attend another initial consultation session.

The above terms and conditions apply to both the teaching and specialist clinic (unless noted otherwise). CITCM reserves the right to settle any other disputes as they deem suitable.