

Vitae Cognito Health

Terms & Conditions

Introduction

Please read these Terms and Conditions carefully before using our services. This includes using our Site www.vitaecognitohealth.com. By using our services, you confirm that you accept these Terms of use and that you agree to comply with them.

These Terms and Conditions set out who we are, how we will provide services to you, how you and we may change or end the contract, what our liability to you is and other important information. When booking an appointment, you agree to receive the services through an in-person consultation at the clinic or a remote consultation. We reserve the right to conduct our appointments either via an in-person consultation at the clinic or a remote consultation.

We recommend that you print a copy of these for future reference.

Changes to Terms and Conditions

We may make changes to these Terms and Conditions from time to time. Each time you wish to use our services or site, please check these terms to ensure you understand the terms that apply at that time. These Terms and Conditions were updated November 2025.

Terms and Conditions of Business

Vitae Cognito Health is a private clinic which provides specialist medical services relating to the prevention and in some cases reversal of the symptoms of cognitive decline and dementia.

Please read the following important Terms and Conditions which will apply to all services which we provide to you, if you do not agree to these Terms and Conditions, we will be unable to provide the services to you.

Services provided by Vitae Cognito Health DO NOT INCLUDE EMERGENCY SERVICES.

If you require emergency medical attention, or any other treatment that is urgent, we advise that you contact your NHS General Practitioner (GP), 111 or the emergency services. The services and any advice provided by Vitae Cognito Health is provided for non-urgent circumstances only, in no way are these services intended to replace the services of the NHS.

Medical emergencies can include (but the following is not an exhaustive list):

- Acute severe chest pain;
- An acute confused state or loss of use of normal function;
- Fits that are not stopping;
- Loss of consciousness;
- Breathing difficulties;
- Severe bleeding that cannot be stopped;
- Severe allergic reactions; and
- Severe burns or scalds.

Definitions in this Contract

- 'advice' means any medical advice or information provided by Vitae Cognito Health to you (whether via the telephone, by video call, in email or in person)
- 'appointment' means the agreed time for any consultation arranged and reserved through our booking system or through direct booking with the service
- 'associated services' means health and wellbeing services provided by our third party suppliers
- 'booking confirmation' means the email confirming your appointment for a consultation
- 'charges' means the fees for the services provided
- 'client' means a person who receives services from Vitae Cognito Health
- 'consultation' means any appointment scheduled with the service
- 'contract' means the booking and onboarding forms and these terms and conditions
- 'effective date' means the commencement date of the contract being the date of the booking confirmation for your new patient consultation
- 'health care professional' means a health care practitioner (doctor, health coach, nurse, phlebotomist or pharmacist) engaged or employed by Vitae Cognito Health who provides advice, or constructs and implements the treatment plan
- 'initial consultation' means your first appointment with us
- 'overseas' means a person who is domiciled outside the UK, Channel Islands and Isle of Man
- 'remote consultation' means a consultation conducted via Zoom or by telephone
- 'services' means those services that we agree to provide you
- 'site' means our website located at www.vitaecognitohealth.com
- 'supplements' means the supplements advised as part of the services
- 'treatment plan' means your individualised treatment plan devised by your doctor and health coach
- 'we', 'us' or 'our' means Vitae Cognito Health
- 'you' or 'your' means a client

Who we are

Vitae Cognito Health is part of Bond Medical Consulting Ltd and is registered in England and Wales. Company number 15665985.

If you have any questions about this contract, please contact us by emailing; vitaecognitohealth.co.uk

We subscribe to the GMC standards of good practice:

www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/good-medical-practice

Our doctors are registered with the General Medical Council. Doctors are subject to annual appraisal and adhere to the process of continuing medical education and revalidation as set out by the General

Medical Council. All Doctors hold appropriate valid medical indemnity insurance with approved UK medical defence organisations.

Complaints

Please contact us at vitaecognitohealth.com if you wish to make a complaint.

Carrying out the Services

Our services operate outside of the National Health Service, and we receive no government funding. A charge is applied for our services which includes, telephone or video consultations and emails. We will advise supplements as part of the treatment plan, the cost of these is not included in the fee structure. Where required, and with your consent, we will liaise closely with other health care professionals and services and provide referrals as required.

We will carry out the services as set out in the relevant booking confirmation unless agreed otherwise.

With your consent, if necessary, we may share your medical notes with your NHS Doctor. You understand that no third party (including your NHS GP) is under any obligation to action any instruction or recommendation provided by a Doctor or Health Coach.

Your Obligations

- We can only provide the Services in accordance with these Conditions if you provide us with the information we need in order to help you.
- Any information you provide, must be accurate and in English.
- You agree to follow the advised treatment plan and agree to report any adverse or unexpected effects of treatments we recommend to us.
- You agree to tell us if any of our information about you is or becomes inaccurate or incomplete.

Fees

All fees, including consultations, procedures and administrative tasks are documented in the onboarding information. All supplements advised must be paid for directly with the supplier from where you obtain them.

Payment

We accept most credit cards and debit cards as payment for the service. We do not accept cash or cheques.

In order to pay the charges for the services you will need to provide to us payment card details at the time of booking your appointment. You must have appropriate authority to use the payment card which you use for payment. Your card will be charged at the time of booking your consultation. You agree and authorise us to charge your debit or credit card with any charges for services or products that you have purchased. Any failure of authorisation processes will result in the services or products not being provided and any booked consultations will be cancelled. We do not currently take payments from insurance companies.

We do not store any of your payment card details on our systems and we shall incur no liability for the failure or data breach by any third-party provider to keep your information secure.

All prices are in pounds sterling (£)(GBP).

Cancellation Policy

If you are unable to attend an appointment already scheduled, please do try to give us as much notice as possible. To cancel an appointment please email vitaecognitohealth.co.uk stating your name, date of birth and full address. We are happy to cancel and reschedule appointments at any time. There will be a charge depending on the time of cancellation. If you wish to cancel an appointment, please contact us using the contact details immediately.

- In the event that we receive less than 5 working days' notice of cancellation, this occurs a 100% cancellation charge.
- Rescheduling an appointment more than 2 working days in advance of the appointment date does not incur a fee.
- Rescheduling an appointment less than 2 working days in advance of the appointment date incurs a 100% fee.

If you are late for an appointment, the doctor is not obliged to see you and you could lose your appointment time and forfeit any fee you have paid for the appointment.

Without limiting its other rights or remedies, a Doctor may cancel an appointment by giving you 24 hours' notice which may be via phone or sent via email, a SMS text message to the mobile phone number supplied by you.

No Refunds

You agree to pay for the health care professional's time for the consultation regardless of the outcome and accordingly we will not provide refunds for appointments already attended.

Our Rights to end the Contract with you

We reserve the right to terminate the provision of all or part of the services immediately at any time without any liability, by providing you with written notice. Such notice may be provided by email.

We may end the contract immediately and cancel your access to the services:

- If we are subject to any laws or regulations which require us to end your use of the services
- If you direct difficult, harassing, or abusive behaviour towards our members of staff
- If you fail to provide clear, accurate and true information regarding your personal details, medical history and/or symptoms, or identification
- If you fail to pay the charges for the services
- If you fail to attend an appointment and have not cancelled the appointment

Your Right to Cancel Your Contract With Us

If you cancel this contract in accordance with our cancellation policy, we will reimburse payments received from you as stated in our cancellation policy.

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless we have expressly agreed otherwise.

You may end the contract with us at any time provided that there are no charges outstanding upon notice in writing.

Pharmacy Services and Prescriptions

We may prescribe medicines/supplements, and/or recommend associated services, however we are not responsible for the supply and/or delivery of such prescribed medicines, or associated services which shall in each case be the responsibility of the relevant third-party provider which shall have a direct contractual relationship with you, unless otherwise stated.

Our Service is not a prescription fulfilment service, medication will only be prescribed by mutual agreement being reached between you and the Doctor during/following a consultation under circumstances that are appropriate, legal and responsible. The final issuing of a prescription is at the sole discretion of the Doctor.

You understand, accept and agree that any prescription given to you is solely for personal use. You must keep any medicines securely and do not allow others (especially children) to use them.

Further Investigations

In order to provide a diagnosis and treatment plan it may be necessary for the Doctor to advise further investigations. You understand that any investigation initiated by the Doctor will be on a private and fee-paying basis.

Investigations may include (but are limited to) blood tests, urine tests, MRI or other form of imaging. You understand that for investigations performed by us, we will require payment upfront. You understand that for investigations performed by other healthcare providers, the costs will be payable directly to them.

In the circumstance that further investigations are advised by the Doctor but you are unable to or do not wish to pay, you are advised to see your NHS GP for consultation. You are aware that your NHS GP is under no obligation whatsoever to fulfil any investigation advised by a Doctor.

Further Treatment or Referral

A Doctor may refer you to a specialist directly on a private fee paying basis and if you have private health care insurance this may be covered under your policy. It is your responsibility to check with your private insurance whether the cost of further referral and investigation is covered under your policy. If you do not have private insurance, you can still be referred to a specialist on a private self-pay basis only. You will be solely responsible for arranging your private appointment with any specialist for further treatment.

You are not obliged to pay or use health insurance but you understand and accept that in the event that a specialist referral is advised and you do not want to seek private further care, you agree to hold us and the Doctor completely free of any liability under every circumstance relating to your initial consultation.

In the circumstance that onward referral is advised by the Doctor but you are unable to or do not wish to pay, you are advised to see your NHS GP for consultation. You are aware that your NHS GP is under no obligation whatsoever to fulfil any referral or any element of a treatment advised by a Doctor you have seen using our Services.

In some circumstances the Doctor will advise a follow-up with themselves to monitor response to treatment or convey the results of investigation. You understand that you are not obliged to have this

follow-up, however, by not doing so, you hold us and the Doctor completely free of liability for any circumstance arising from the initial consultation.

Refusing Treatment or Services

We reserve the right to refuse treatment or advice when:

- Any outstanding charges have not been paid
- In our reasonable opinion, the giving of service would involve any breach of the law
- We reasonably consider that you or anyone accompanying you, is behaving or has behaved in an abusive or threatening manner to any of our employees

Limitation on our Liability

Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any losses that were not foreseeable to you and us when the contract was formed. To the extent permitted by law, we shall not be liable for:

- Any loss, distress or damage arising from reliance on information or reliance on availability of the associated services or other services provided by third parties
- Any economic, indirect or consequential loss, damage or distress (including any such loss, damage or distress arising from unauthorised use of or damage to your data or content), incurred by you as a result of the provision of the associated services or services provided by third parties.
- Business losses, we only supply our services for private use. If you use our services for any commercial or business purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Regulation

Health care professionals are independent specialists and are registered with the relevant governing body e.g. the General Medical Council (GMC). Their registration details and status can be found at www.gmc-uk.org/

We subscribe to the GMC standards of good practice, which can be found at www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/good-medical-practice

Our staff have professional medical/health indemnity cover.

Availability of Remote Consultation Services

In order to access our remote consultation services, you must be able to receive data over the Internet through Wi-Fi or a mobile data connection on either a PC, mobile device or tablet. It is your responsibility to make the necessary arrangement for you to access these services including Wi-Fi and Internet and the devices, software or hardware required. We would recommend you check this prior to the start time of your remote consultation.

We will do our utmost to ensure that remote consultations will be uninterrupted. However, due to the nature of the Internet, this cannot be guaranteed. In the unlikely event of a problem with the provision, or the unavailability of the remote consultation, and whilst we shall assume no liability in connection

with the same, we will use our reasonable efforts to procure that Zoom restores the video conferencing service, and we will try to contact you by telephone to continue the consultation.

Overseas Patients

We will happily take on international clients.

Your Privacy and Personal Information

Your privacy and personal information are important to us. Any personal information which you provide to us will be dealt with in accordance with our Privacy Policy, available on application.

We are registered with the Information Commissioner's Office and adhere to the requirements of all applicable data protection legislation, including the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679).

By using our services, you agree to the processing of personal data to enable us to carry out work on your behalf.

We will not disclose personal data to any third party without your express consent, unless in a medical emergency where it may be deemed in your best interest. In such cases, we stringently adhere to published General Medical Council guidance on the use of personal data.