
TERMS OF BUSINESS

This document sets out the terms and conditions under which we carry out the medical services that we offer to you.

- Payment is due at the time of booking. A current price list is available on our website.
- If you can no longer make your appointment please contact us (hello@magentamedical.co.uk) with as much notice as possible. We can usually re-arrange the date. However, if this is within 72 hours of your appointment it will no longer be possible to change as a clinician's time will already have been allocated.
- If you wish to cancel your appointment please let us know with as much notice as possible. We regret that we can not cancel your appointment if less than 72 hours notice is given. In this case, refunds will not be possible.
- If you cancel your appointment we levy a £5 administration charge – the balance will be refunded to the payment method you used.
- If for any reason we need to cancel your appointment you will be refunded in full.
- You will need to complete certain steps (e.g. CAA registration and Cellma questionnaire) and bring certain items (e.g. photo ID and spectacle prescription) in order for us to carry out the medical. These will vary from person to person but will be clearly communicated to you in advance of your medical. Failure to complete these steps or bring items required on your part may mean that we are unable to complete your medical. In this case, unfortunately refunds will not be possible.
- The fees charged are for carrying out medical services and not necessarily for a particular outcome.
- We regret that if there is a breakdown in the relationship between us then we may need to direct you to an alternate medical provider.

Summer Flying Offer

- Whilst this promotion is active (as displayed on our website) medical fees for class 2 initial and class 2 renewal medicals are 50% off the listed prices on our price list
- This only applies to the medical fee – fees for additional items such as ECGs, audiograms and casework are not discounted.
- The discount will be applied at the time of booking.