

## Cancellation Policy and Disclaimer for Covid-19 Testing

All cancellations of appointments for Covid-19 RT-PCR and Antibody tests are subject to cancellation fees.

Full payment is taken up front at the time of booking online.

Cancellation requests must be made in writing to [care@one5.health](mailto:care@one5.health) highlighting the name on the booking and the time/date of the booking.

Should you cancel with more than 48 hours until your booking we will refund you the total minus a £40 cancellation fee.

Should you cancel within 48 hours of your booking there will be no refund issued.

If you Do Not Attend (DNA) you will be charged the full price of the appointment as a DNA fee.

Amendments/changes to your bookings can be made at any time at no additional cost.

If you make an amendment/change and then subsequently cancel the amended booking, your cancellation fee will be calculated in accordance with the time/date at which the amendment was first made for the initial appointment, not the time/date of the cancellation of your amended appointment.

## Covid-19 Testing Disclaimer

We are currently working with large numbers of individuals and families who are travelling to a wide variety of destinations in the world and we are trying our very best to support you with this difficult to navigate process. However, we cannot take any responsibility for any travel disruption including failure to be permitted to board an aircraft, missed flights, any failed immigration processes or being sent home from your travel destination for insufficient documentation. It is 100% your responsibility as individuals and families travelling to ensure you have checked carefully and diligently the rules and regulation for immigration for the country to which you are travelling including timing of covid testing in relation to flight departures/arrivals, necessary medical documents required, necessary wording on any medical documents required and to check all documents we present you with to ensure they are satisfactory with your needs.

One5 Health is an independent medical provider and has no direct partnership with any country's foreign embassy in the UK or abroad. We cannot guarantee that the turnaround times the test results will be met as these are not within our control and dictated by laboratories we rely upon. There will be no refunds issued for positive results or results that were not delivered in time by our partner laboratories.

While the laboratories we work with are some of the UK's best and largest they have recently been overwhelmed with similar requests and hence we can take no responsibility for any failure on their part to process or release results within the timeframe stated. Of course, we will do all that is within our control to ensure the process runs exactly as stated above. We are proud to say that we have not had any cases to date where the laboratories have not delivered on the required time frames for results, individuals have not been permitted to board an aircraft or have failed any immigration process.

## Covid-19 Home Testing Disclaimer

By booking an at home Covid test, you agree that the test will be undertaken by the correct named patient and not any other individual. The test will be done exactly as per the clear Covid home testing instructions provided. One5 Health will not be held liable for any insufficient or inadequate results as a result of poor sampling technique. One5 Health will not be held liable for any shortcomings, delays or failures by couriers/mail services. One5 Health works with external providers for distribution of samples and in the unlikely event that any samples were to be lost or appear to have gone missing we will work closely with you to rectify this but will not be held responsible on behalf of external delivery or courier services.