

MAKING PAYMENTS AT LONDON MEDICAL

Paying for treatment

When booking an appointment at the clinic, you will be asked by our booking team for a copy of your payment card details so that paying for the consultation and any subsequent treatment be made on the day of the appointment.

When you make an appointment, card details will be taken for payment purposes only and stored in our secure and PCI compliant payment software.



The London
Diabetes
Centre

www.londonmedical.co.uk



How will I know if I have been charged?

Costs for appointments booked will be advised to you at the time of booking and the card will be charged once the appointment date has passed.

Costs for treatment or insurance excesses will be charged only after an invoice has been sent to you and a notice of our intention to take the amount detailed on the relevant invoice. Charges will be taken from the authorised card around 72 hours after the notice of payment has been sent.

Notices and invoices will be sent to the email or postal address on file for you, it is important to keep these details up to date and inform the clinic of any changes.



How do I know my details are secure?

The card details are stored on our third party, PCI compliant system hosted with Realex Payments, a division of Global Payments: Global Payments is a trading name of GPUK LLP. GPUK LLP is authorised by the Financial Conduct Authority under the Payment Services Regulations for the provision of payment services. GPUK LLP is a limited liability partnership registered in England number OC337146. Registered Office: Granite House, Granite Way, Syston, Leicester LE7 1PL.

Only the basic information is stored on the systems so that the payment can be authorised from the issuing card provider. CVV, expiry data and full PIN number are not stored on our systems.

Your data will be held in line with our internal policies and the privacy policy

that is available to you on our website: londonmedical.co.uk/privacy/

You can change your payment details with us at any time by contacting our reception team info@londonmedical.co.uk.



Do I have to provide my card details at the time of booking an appointment?

It is in the clinic's legitimate interests to be able to receive prompt payment of any appointment, treatment and insurance excesses and policy exclusions. You can opt out of storing your card details; however, you may be asked in some circumstances to make an upfront payment for any appointment costs.

You can also opt to use a different payment card on the day for any costs arising from the treatment received at the clinic.



Who we are

London Medical first opened its doors to patients back in 1991 as a specialist diabetes clinic. But diabetes affects almost every part of the body, so we very quickly started to widen our focus to provide first-class clinical care across the various conditions and problems commonly associated with the disease.

Contact details of the company

Metabolic Services Limited trading as
London Medical
49 Marylebone High Street
London, W1U 5HJ
UK



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www.londonmedical.co.uk