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## TERMS AND CONDITIONS

### **(For the provision of irrigation and microsuction ear wax removal)**

TERMS – These terms and conditions cover for which we supply Irrigation and Micro-suction ear wax removal treatment to you and should be read in conjunction with your consent form which will require your signature prior any treatment.

INFORMATION ABOUT ANGLIA EAR CARE SERVICES LTD – We are a company registered in England (company registration number 11379558) and hold registration with the 'Care Quality Commission' (CQC) for the services we provide.

You can contact us direct via email at [info@angliaearcaresolutions.co.uk](mailto:info@angliaearcaresolutions.co.uk) or by phone on 07818566482. We will always contact you via email or telephone.

CASES WHERE TREATMENT IS NOT APPROPRIATE – Prior any treatment a clinical assessment of your ear canals is undertaken to assess if treatment is deemed necessary or appropriate. We reserve the right not to supply treatment in the following circumstances:

- If there is no build up of earwax
- Omission or ineffective application of eardrops to soften earwax prior treatment
- If infection within the ear canal is evident (in which case we would advise you to see your GP)
- If it is considered unsafe or inappropriate to provide treatment for any other reason

Please note a no treatment fee of £30 would be liable in the above situations.

**FURTHER TREATMENTS** – One appointment cannot always guarantee to resolve the complete removal of ear wax. You may require further treatments in which case we will advise you of the additional charges.

**SERVICES WE PROVIDE** – We will attend appointments on the date and time arranged to provide our services. If for any reason we are delayed by a situation outside our control we will contact you as soon as possible to notify you. If the length of delay is unacceptable or unforeseen circumstances prevent us reaching you we will contact you and arrange another appointment.

**FEE LIABILITIES** – If you do not attend or miss appointments or upon examination it is found there is no wax in your ears there will be a no treatment fee of £30 to cover clinical time for our services

If you fail to oil the wax in advance of an appointment through not following instructions to do so prior treatment we cannot guarantee we will be able to remove the wax in full requiring further treatment. If this is the case you will still be liable for the full treatment fee as this will be the cost for clinical time you have booked

Cancelled appointments must be notified at least 24hours before the appointment date and time or a cancellation fee will be payable of £30 in these cases.

**LEGAL RIGHTS** – We are under a legal duty to supply treatment/services that conform to this contract and in accordance with the CQC guidance to ensure our services are delivered with reasonable care and skill.

**PROBLEMS POST TREATMENT FROM EAR WAX REMOVAL** – Earwax removal via Microsuction and Irrigation is generally a safe procedure however occasionally problems arise following treatment of which are summarised within our consent form.

The above clauses do not affect your statutory legal rights under English Law and please refer to our Company Privacy Policy for how we use your personal information.