

## Terms and conditions of payment

In order to reserve a date for your procedure you will need to pay a deposit of €1000. You can pay this by making a transfer or deposit into our bank account:

Please email us or call us as soon as you've paid the deposit so we can immediately reserve you the dates you want.

The balance can also be paid by bank transfer nearer the date of the surgery but please note the funds must be received in **our account at least five working days before the date of the surgery**. You can also pay the balance in cash on the day of the surgery if you prefer.

Please email or call us once you've paid the balance so we can confirm receipt.

Please note:

1. The deposit is non-returnable so please make sure you are fully decided before reserving a date for your procedure.
2. If you need to change the date of your surgery you can do so up to 30 days before the procedure without losing the deposit.
3. If you cancel or change the date of the surgery less than 5 working days before the date of the surgery we will only return 50% of the total amount paid.
4. If you cancel or change the date of the surgery with less than 24 hours notice before the date of the surgery you will lose 100% of the total amount paid.
5. If it is necessary to cancel or delay the procedure due to your blood test results then we will return your deposit in full as long as we have received a copy of your blood tests at least five working days before the date of your procedure. If not your deposit will not be returned.
6. If you have made your booking on the basis of an online consultation only then Dr Griffiths will perform an in person medical consultation with you on the morning of your surgery. Please be aware that recommended graft numbers, estimated result etc may vary after Dr Griffiths has examined you in person.
7. These terms and conditions do not override your statutory rights under Spanish or European law.