

Terms of Service

H O L Y W O O D
P R I V A T E C L I N I C

Who are we?

We are HOLYWOOD PRIVATE CLINIC Limited, a company registered in Northern Ireland. Our company registration number is NI674322 and our registered office is at 19 Seafront Road, Hollywood, BT18 0BB, Northern Ireland. Throughout these terms, references to **HOLYWOOD PRIVATE CLINIC**, **us**, **we** or **our** are references to HOLYWOOD PRIVATE CLINIC Limited. References to **you** or **your** are references to the person using our Site or Services.

Our Services

HOLYWOOD PRIVATE CLINIC is a primary healthcare provider, allowing patients access to a range of on-demand healthcare services. Details of the different services we offer can be found at Holywoodprivateclinic.com. The range of services that we offer may change from time to time, but generally include private GP appointments, Minor Surgery, Vasectomy, Aesthetics and clinically-led blood tests,.

HOLYWOOD PRIVATE CLINIC Services are available as a pay-per-use model, which means that you only pay when you use one of our Services.

Access to the Site is available through the internet. You are responsible for all equipment necessary to access the Site. To use our Services or place any bookings you will need to provide us with certain information but you do not have to create an account.

Most of our Services are available in person at our clinics but some may be possible remotely via video or telephone across the United Kingdom, whilst some are only available in certain areas. To check this please see the information available on the Site or contact us by telephone.

These Terms

You should carefully read these terms and conditions ("**Terms**") before registering as a member of this Site or using any of the Services. These Terms tell you who we are, how we will provide Services to you, how you and we may change or end our contract with you, what to do if there is a problem and other important information. These Terms set out the basis of our contract with you and apply to the exclusion of other terms that you may seek to incorporate. When using our Site or booking our Services you agree to be legally bound by these Terms.

We reserve the right to change or modify these Terms at any time. The most current version of the Terms can be accessed at any time by selecting the "Terms of Use" link on the bottom of our Site. The latest date on which these Terms were updated will appear at the top of the

Terms. HOLYWOOD PRIVATE CLINIC will include a notice on the Site when we have changed the Terms. By using the Site or any Services after HOLYWOOD PRIVATE CLINIC has updated the Terms, you are agreeing to all the updated Terms; if you do not agree with any of the updated Terms, you must stop using the Site.

Eligible Users

Children are not eligible to use the Site or to book our Services (although an adult can book a Service on behalf of a child). By using our Services and the Site, you represent that you are at least 18 years old.

All medical records we obtain for any patient whether for an adult or child patient are stored in accordance with our Records Management Policy.

Privacy Policy

In order to provide the Services, HOLYWOOD PRIVATE CLINIC needs to collect and use your personal data, which may include personal data about your health. Please review HOLYWOOD PRIVATE CLINIC's Privacy Policy which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using the Site or contacting us by telephone and you confirm that you understand and have read the Privacy Policy and warrant that all data and personal information provided by you is accurate.

Use of Our Services

Where you have booked a Doctor appointment then the services will begin with a meeting between you and a Doctor.

Please note that the Site is exclusively for the purposes of information and booking only. Medical care and advice will only be provided to you during your appointment with the Doctor or any follow up with the Doctor.

Our Medical Services

HOLYWOOD PRIVATE CLINIC allows you to book a range of private healthcare services as detailed at <https://www.hollywoodprivateclinic.com>.

5.1 Doctor Appointments

You can choose whether to book to see a Doctor in one of our clinics (which may be wholly governed by us or may be run by one of our partner consultants), in your home, by video or by telephone. You can select the nature of the Doctor appointment when you book.

Who are HOLYWOOD PRIVATE CLINIC's Doctors?

HOLYWOOD PRIVATE CLINIC performs thorough background checks on Doctors to ensure that they: are not currently, nor have they been, party to a professional negligence case; have not been convicted of any relevant or significant crime or criminal activity; and are in current good standing with the General Medical Council.

HOLYWOOD PRIVATE CLINIC does not recommend self-diagnosis or self-medication, and no information on the Site or presented by HOLYWOOD PRIVATE CLINIC may be construed or interpreted as recommending self-diagnosis or self-medication.

The Health Guidance notes available on the Site do not contain or constitute medical advice.

About the appointment

The Doctor may request information about your medical history and may ask personal medical questions and inquire as to your physical status (collectively referred to herein as “**Medical History**”).

The partner consultant will also retain a copy of your Medical History in accordance with their own Privacy and Records Management Policies.

If an appointment requires an intimate or personal examination, a chaperone may be requested by either you or the Doctor. The Doctor will document the chaperone’s presence in the medical notes after the appointment. If no chaperone has been arranged then the Doctor is within his rights not to proceed with any intimate or personal examinations and no refund will be applicable.

You understand that there is no guarantee that a Doctor will prescribe any medication at all, and that specific treatments or therapy are not guaranteed. You understand that all Doctors will operate in a professional manner and in accordance with relevant state regulations, laws and codes, and medical ethics requirements that have been established.

You understand all Doctors reserve the right to refuse to provide services if they believe that there is potential for misuse of services, if they feel that their life may in any way be threatened or jeopardised, or as otherwise required by law or reasonable medical ethics concerns.

You should consult with your regular general practitioner as necessary and before seeking any new treatment or before you alter, suspend or initiate any change in your medical treatment, medication routine or healthcare related procedure or activity. Do not disregard medical advice issued to you by your regular general practitioner.

5.2 Medical Tests and Vaccinations

General

The range of medical tests and vaccines available is shown on the Site.

All tests and vaccinations are carried out by a Doctor or other qualified healthcare professional and are carried out in accordance with all applicable official guidelines relevant to that test or vaccination. Your eligibility for a medical test or vaccine will be determined when you book with us and we will ask for certain information from you to confirm whether or not you are eligible.

HOLYWOOD PRIVATE CLINIC does not operate any laboratory services. HOLYWOOD PRIVATE CLINIC works with a number of carefully selected, fully accredited laboratories who process all laboratory tests on our behalf.

Timescales for test results can be found on the Site.

Zero Tolerance Policy

HOLYWOOD PRIVATE CLINIC is committed to providing a high quality of care for our patients. The welfare of patients and staff alike relies on establishing a good relationship between the patients, those working at HOLYWOOD PRIVATE CLINIC and our Doctors. Therefore, in order to protect both the staff and patients, we respectfully point out that the following inappropriate behaviour will not be tolerated:-

- Swearing
- Threatening or abusive behaviour
- Drunkenness
- Verbal or physical abuse
- Inappropriate advances to our staff

We have a zero tolerance policy towards such behaviour, particularly threatening or violent behaviour towards anyone associated with our Services, and we reserve the right to terminate an appointment and leave the premises (and call for police assistance if deemed necessary) with anyone behaving in such a manner.

We also reserve the right to refuse to provide Services to those patients involved in any of the behaviour outlined above.

Due to COVID-19, we currently ask a series of questions relating to your symptoms at the time of booking to identify whether you may have symptoms of COVID-19. If you fail to disclose information or answer information inaccurately, we may refuse to provide you with further services.

HOLYWOOD PRIVATE CLINIC has the right to refuse to provide Services at any time.

Our Site

1.1— Using the Site and the Services on the Site

You can simply view the Site and not use any Services on the Site. You need not register with HOLYWOOD PRIVATE CLINIC to simply visit and view the Site, for example to read one of our Health Guides.

1.2— Restrictions on Use

HOLYWOOD PRIVATE CLINIC provides content through the Site and the Services. This content may include logos, graphics, video, images, software and other content (collectively, the “**Materials**”). HOLYWOOD PRIVATE CLINIC is the owner or the licensee of all intellectual property rights in any Materials published on or otherwise made available through the Site or the Services, and those works are protected by copyright and other applicable laws.

HOLYWOOD PRIVATE CLINIC also makes available web applications to access the Site via internet browsers on a computer, tablet, or mobile device (“**WebApplications**”). Any Mobile Applications and Web Applications are collectively referred to as the “**Applications**”. To use the Applications you must have a computer, tablet or mobile device that is compatible with the Applications. HOLYWOOD PRIVATE CLINIC does not warrant that the Applications will be compatible with your computer, tablet or mobile device.

Subject to these Terms, and your compliance with them, HOLYWOOD PRIVATE CLINIC hereby grants you a limited, personal, non-exclusive and non-transferable licence to use and to display the Materials and to use the Applications and Site solely for your own personal use for the purpose of using the Service. The Site and the Applications are owned and operated by HOLYWOOD PRIVATE CLINIC. Except for this licence, you have no other rights in the Site, the Applications, the Service or any Materials.

You may not:

1. modify, disassemble, decompile or reverse engineer the Applications, except to the extent that such restriction is expressly prohibited by law;
2. rent, lease, loan, resell, sublicense, distribute or otherwise transfer the Applications to any third-party or use the Applications to provide time sharing or similar services for any third-party;
 - make any copies of the Applications;
1. remove, circumvent, disable, damage or otherwise interfere with security-related features of the Applications, features that prevent or restrict use or copying of any content accessible through the Applications, or features that enforce limitations on use of the Applications;
2. delete the copyright and other proprietary rights notices on the Applications;

3. modify, edit, copy, reproduce, create derivative works of, republish, upload, post, transmit, distribute or exploit in any way any Materials, without the express permission from HOLYWOOD PRIVATE CLINIC;
- download the entirety of or any portions of any Materials or of the Site. For the avoidance of doubt, reading and downloading the Health Guides will not be a breach of this clause.

Violation of any of these restrictions may result in HOLYWOOD PRIVATE CLINIC taking legal action against you which may include an injunction, or damages or both. Attempts to reverse-engineer the Site or any Materials are prohibited. If you breach any of these Terms, the above licence will terminate automatically and you must immediately destroy any downloaded or printed Materials.

You acknowledge that HOLYWOOD PRIVATE CLINIC may from time to time issue upgraded versions of the Applications, and may automatically electronically upgrade the version of the Applications that you are using on your computer, tablet or mobile device. You consent to such automatic upgrading on your computer, tablet or mobile device, and agree that these Terms will apply to all such upgrades.

The above licence is not a sale of the Applications or any copy thereof, and HOLYWOOD PRIVATE CLINIC and its third-party licensors retain all right, title, and interest in and to the Applications (and any copies of the Applications). Please note that standard carrier data charges may apply to your use of the Applications.

All rights not expressly granted in these Terms are reserved. Except as otherwise required or limited by applicable law, any reproduction, distribution, modification, retransmission, or publication of any Materials is strictly prohibited without the express written consent of HOLYWOOD PRIVATE CLINIC.

You may not have more than one account.

The following additional terms and conditions apply to any Applications that HOLYWOOD PRIVATE CLINIC provides to you designed for use on a computer, tablet, or mobile device:

- You acknowledge that these Terms are between you and HOLYWOOD PRIVATE CLINIC only and not any third party.
- You agree to comply with all applicable third-party terms of agreement when using our Applications (e.g., you must not be in violation of your data service terms of agreement when using the Web Application).
- In relation to any Mobile Application purchased or obtained through a third-party app store (e.g. Apple's App Store or the Google Play Store) ("**App Store**"), your use of the Mobile Application must comply with the then-current terms and conditions of the relevant App Store.
- You acknowledge and agree that HOLYWOOD PRIVATE CLINIC, and not any third party (including any third party entity that provides or controls any relevant App Store), is

solely responsible for the Services and the Materials available through the Applications and that:

- these third parties do not provide any warranty in relation to the Services or the Materials; and
- HOLYWOOD PRIVATE CLINIC is solely responsible, to the extent required by these Terms, for addressing any claims by you or any third party relating to the Applications or your possession and/or use of our the Applications, including, but not limited to: (i) product liability claims; (ii) any claim that the Applications fail to conform to any applicable legal or regulatory requirement; (iii) any claims arising under consumer protection or similar legislation; and (iv) any third-party intellectual property infringement claim related to the Applications or your possession and use of the Applications.

1.4— **Password Restricted Areas of this Site**

If you wish to register for an account with HOLYWOOD PRIVATE CLINIC, you must submit the following information through the account registration page on the Site: first name, last name, phone number, email address (“**Account Registration Information**”). You will also have the ability to provide additional optional information, including credit card details. Such additional information is not required to register for an account but may be helpful to HOLYWOOD PRIVATE CLINIC in administering your account. Once you have submitted your Account Registration Information, a HOLYWOOD PRIVATE CLINIC administrator shall have the right to approve or reject the requested registration, in the HOLYWOOD PRIVATE CLINIC administrator’s sole discretion. Once your registration is complete you will be provided with, or given the opportunity to select, unique login details including a username and password (“**Login Details**”). You are responsible for maintaining the confidentiality of your Login Details, and you are responsible for all activities that occur using your Login Details. You are responsible for the security of any device and are recommended to ensure that any device you use to access your account is subject to password or PIN protection. You agree not to share your Login Details, let others access or use your Login Details or do anything else that might jeopardise the security of your Login Details. You agree to notify HOLYWOOD PRIVATE CLINIC if your Login Details are lost, stolen, if you are aware of any unauthorised use of your Login Details on the Site or if you know of any other breach of security in relation to the Site.

Any Account Registration Information or additional information provided by you will be held by us in accordance with our Privacy Policy.

All the information that you provide when registering for an account and otherwise through the Site must be accurate, complete and up to date. You may change, correct or remove any information from your account by either logging into your account directly through the Site or Applications and making the desired changes or contacting HOLYWOOD PRIVATE CLINIC using the contact information at the end of these Terms requesting that we make the change.

1.5— **Acceptable Use**

You agree to be responsible for any act or omission of any users that access the Site or the Applications or use the Services using your Login Details which, if undertaken by you, would be a violation of these Terms, and that such act or omission shall be deemed a violation of these Terms by you. You agree not to access or use any Service we provide for any unlawful or illegitimate purpose or in any manner that contravenes our policies, guidelines, rules or the Terms laid out herein. You shall not sign up or request a Doctor under a false name. You shall not attempt to disrupt the operation of our business through use of methods, including, but not limited to: viruses, Trojan horses, worms, time bombs, denial of service attacks, flooding or spamming. You shall not use any of our Services in any manner that could damage, disable or impair our services or networks. You shall not attempt to gain unauthorised access to any user accounts or computer systems or networks, through hacking, password mining or any other means. You shall not use any robot, scraper or other means to access any aspect of the Site or equipment for any purpose.

1.6— **Unauthorised Activities**

When using this Site and/or the Services, you agree not to:

- Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
- Use racially, ethnically, or otherwise offensive language.
- Discuss or incite illegal activity.
- Use explicit/obscene language or solicit/post sexually explicit images (actual or simulated).
- Post anything that exploits children or minors or that depicts cruelty to animals.
- Post any copyrighted or trademarked materials without the express permission from the owner.
- Disseminate any unsolicited or unauthorised advertising, promotional materials, 'junk mail', 'spam', 'chain letters', 'pyramid schemes', or any other form of such solicitation.
- Use any robot, spider, scraper or other automated means to access the Site.
- Take any action that imposes an unreasonable or disproportionately large load on our infrastructure.
- Alter the opinions or comments posted by others on this Site.
- Post anything contrary or damaging to our public image, goodwill or reputation.

This list of prohibitions provides examples and is not complete or exclusive. HOLYWOOD PRIVATE CLINIC reserves the right to terminate access to your account, your ability to post to this Site and your ability to use the Services with or without cause and with or without notice, for any reason whether as a result of any action that HOLYWOOD PRIVATE CLINIC determines is inappropriate or disruptive to this Site or to any other user of this Site and/or Services or otherwise. HOLYWOOD PRIVATE CLINIC may report to law enforcement authorities any actions that may be illegal, and any reports it receives of such conduct. When legally required to do so, HOLYWOOD PRIVATE CLINIC will cooperate with law enforcement agencies in any

investigation of alleged illegal activity on the Site, through the Applications, or on the Internet.

1.7— **Links to Third Party Sites**

This Site may contain links to other web sites that are not part of the Site or connected with it (collectively, “**Third Party Sites**”). Certain areas of the Site may allow you to interact and/or conduct transactions with such Third Party Sites, and, if applicable, allow you to configure your privacy settings in your Third Party Site account to permit your activities on this Site to be shared with your contacts in your Third Party Site account and, in certain situations, you may be transferred to a Third Party Site through a link but it may appear that you are still on this Site.

You hereby agree to comply with any and all terms and conditions, user guides and privacy policies of any of Third Party Sites. HOLYWOOD PRIVATE CLINIC is providing links to the Third Party Sites to you as a convenience, and HOLYWOOD PRIVATE CLINIC does not verify, make any representations about or take responsibility for such Third Party Sites, including, without limitation, the truthfulness, accuracy, quality or completeness of the content, services, links displayed and/or any other activities conducted on or through such Third Party Sites. You agree that HOLYWOOD PRIVATE CLINIC will not, under any circumstances, be responsible or liable, directly or indirectly, for any goods, services, information, resources and/or content available on or through any Third Party Sites and/or third-party dealings or communications, or for any harm related thereto, or for any damages or loss caused or alleged to be caused by or in connection with your use or reliance on the content or business practices of any third party. Any reference on the Site to any product, service, publication, institution, organisation of any third party entity or individual does not constitute or imply HOLYWOOD PRIVATE CLINIC endorsement or recommendation.

Payment

7.1 **Our Fees**

Services provided via HOLYWOOD PRIVATE CLINIC are provided direct to consumers. You will be fully responsible for all fees incurred by you through your use of the Services provided by the Site and/or the Applications. You are solely responsible for all charges incurred by using our Service, including your in-person visits from a Doctor. You are not liable for any charges beyond those specifically set out and charged for the Services you are accessing through this Site and pursuant to these Terms.

Pay Per Use Fees

“**Pay Per Use**” fees refer to the charges for Services rendered on a Pay Per Use model, that is, Services delivered on a single or recurring basis, without an active membership.

Usage of the Service requires pre-authorisation or pre-payment through a valid debit or credit card, and all the billing will automatically be performed by HOLYWOOD PRIVATE

CLINIC, per the total Services rendered and accepted according to the standard pricing guides. Charges on your card will appear as "HOLYWOOD PRIVATE CLINIC Limited".

There are fixed fees that will be charged depending on the Services provided, starting with a standard fee for having a Doctor see you and for a basic examination and prescription. On certain times and days, additional after-hours, off hours, or weekend fees may also apply. Extra time fees for consultations which take longer than the standard consultation length may also apply. The list of standard fees is available on the Site. You will be informed of all applicable fees prior to medical services being rendered

Cancellation

If you book a Doctor appointment or medical test, you can cancel or rearrange for no charge up to 24 hours before the appointment/test. Appointments or tests cancelled less than 24 hours before will be charged 100% of the appointment fee.

Once you have received medical services from a Doctor or had your test, you will not be able to terminate your request (as the service has already been provided), and all fees are due immediately and non-refundable. This no-refund policy shall apply at all times regardless of your decision to terminate your usage, our decision to terminate your usage, or any disruption caused to the Service (either planned, intentional, accidental, or for any reason whatsoever).

In the event that an excess charge is made, please contact support using the contact details set out below and HOLYWOOD PRIVATE CLINIC will endeavour to investigate and, if appropriate, process the refund within 14 days of receipt from you of notice of the excess charge. HOLYWOOD PRIVATE CLINIC reserves the right to determine final prevailing pricing for the Services. Although HOLYWOOD PRIVATE CLINIC makes every effort to ensure that the pricing information published on the Site or Applications reflects the Prevailing Pricing we make no guarantee that this is the case and it is your responsibility to confirm the Prevailing Pricing if you have any doubts in this regard.

You are not liable for any charges or fees if the Doctor declines your visit for any reason. However, if you do not allow a Doctor access to your property to perform the medical services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us or the Doctor as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property, we may end the contract.

Contacting You

In order to provide the Services, HOLYWOOD PRIVATE CLINIC may communicate with you by electronic means as set out in our Privacy Policy. These electronic communications may include notices about applicable fees and charges, transactional information and other information concerning or related to the Site and/or Services provided on or through the Site and your use thereof. These electronic communications are part of your relationship with HOLYWOOD PRIVATE CLINIC and are required for your use of the Services. You agree that any notices, agreements, disclosures or other communications that we send you electronically

will satisfy any legal communication requirements, including that such communications be in writing. The aforementioned communications are transactional and do not relate to advertising or other similar communications. For more information on our communications with you and any communication we make with you of an advertising nature please see our Privacy Policy.

Protecting the privacy of children is very important to us. We do not collect or maintain personal information from people we actually know are under 18 years old for the purpose of this clause.

Breach of Terms

You acknowledge that your access to the Site, the Applications, the Materials and any aspect of our Services shall be subject at all times to your compliance with these Terms. We may, in our sole discretion, immediately suspend or revoke your access to the Site, the Applications, the Materials and any aspect of our Services if you breach any provision set out in these Terms.

You acknowledge and agree that a breach of these Terms by you, including but not limited to a breach of the sections above entitled 'Acceptable Use' and 'Unauthorised Activities', may result in injury to HOLYWOOD PRIVATE CLINIC and our business and reputation and shall entitle us to obtain any and all remedies and relief available by law, including without limitation equitable relief (including injunction) for any such breach or threatened breach by you.

Disclaimer

Although HOLYWOOD PRIVATE CLINIC makes reasonable efforts to update the information on the Site and the Applications, HOLYWOOD PRIVATE CLINIC does not make any representations, warranties or guarantees, whether express or implied, that the information provided in the Site or the Applications (including the Materials) or through the Services is correct, current, or complete, or that it does not contain technical inaccuracies or typographical errors.

HOLYWOOD PRIVATE CLINIC does not warrant or guarantee that Site or Applications are made available free of viruses or other harmful components. HOLYWOOD PRIVATE CLINIC assumes no responsibility (and expressly disclaims responsibility) for updating this site to keep information current or to ensure the accuracy or completeness of any posted information.

HOLYWOOD PRIVATE CLINIC makes no warranty that the Site, Applications or Services will meet your requirements, or that the Site, Applications or Services will be uninterrupted, timely, secure, or error-free; nor does HOLYWOOD PRIVATE CLINIC make any warranty as to the results that may be obtained from the use of the Services, or that defects in the Site or Services will be corrected. You understand and agree that any material obtained through the use of Services is done at your own discretion and risk and that you will be solely responsible for configuring your information technology, computer programmes and platform to access

our Site, and for damage or loss of data that results from the download of such material and/or information.

No advice or information, whether oral or written, obtained by you from HOLYWOOD PRIVATE CLINIC or through the Services will create any warranty not expressly made herein.

LIMITATION OF LIABILITY – YOUR ATTENTION IS DRAWN TO THIS CLAUSE

General

If you are dissatisfied with any portion of Services or the behaviour of the Doctor then please see our complaints policy on the Site. You may be entitled to substitute Services or a refund.

Nothing in these Terms excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by the laws of Northern Ireland.

Subject to these Terms, the aggregate liability of HOLYWOOD PRIVATE CLINIC to you for all claims arising from or related to the Site, the Applications, the Materials or the Services is limited to the amount of fees actually paid by you for use of the Services. To the extent permitted under applicable law, in no event will HOLYWOOD PRIVATE CLINIC or its officers, employees, directors, parents, subsidiaries, affiliates, agents or licensors be liable for any loss of revenue, income, profit, goodwill, data or any indirect, or, consequential losses, arising out of or related to your use of, or inability to use, the Site, Applications, the Materials and the Services, or arising out of your use of or reliance on any content displayed on the Site or the Applications, regardless of whether such damages are based on contract, tort (including negligence and strict liability), warranty, statute or otherwise.

Please note that HOLYWOOD PRIVATE CLINIC only provides the Site and the Applications for domestic and private use. You agree not to use the Site or the Applications for any commercial or business purposes, for re-selling the Services or for profit. HOLYWOOD PRIVATE CLINIC shall have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

HOLYWOOD PRIVATE CLINIC will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Site or the Applications or to your downloading of any content on them, or on any website linked to them.

General Medical Tests and Vaccinations

We do not recommend or endorse any specific tests, healthcare or service providers, medications, products or procedures.

HOLYWOOD PRIVATE CLINIC does not carry out laboratory testing and so, to the extent permitted by law, excludes all liability in respect of any incorrect laboratory test results where such incorrect result is not due to its negligence or misconduct.

Subject to these Terms, the aggregate liability of HOLYWOOD PRIVATE CLINIC to you for all claims arising from or related to any medical tests and vaccinations carried out as part of the Services is limited to the amount of fees actually paid by you for use of the Services.

Liability

All the Doctors who work with HOLYWOOD PRIVATE CLINIC are responsible for complying with regulatory and local requirements relating to professional negligence and liability insurance and are responsible for the clinical services that they provide to you.

If you have any concerns about the treatment or advice that you have received from one of our Doctors as part of the Services then please contact us on info@hollywoodprivateclinic.com.

Subject to these Terms, the aggregate liability of HOLYWOOD PRIVATE CLINIC to you for all claims arising from or related to any Doctor Appointments carried out as part of the Services is limited to the amount of fees actually paid by you to use the Services.

Events outside our control

We are not responsible for delays outside our control. If our supply of the Services is delayed by an event outside our control then we will contact you as soon as possible to let you know, and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Services you have paid for but not received.

Local Laws

HOLYWOOD PRIVATE CLINIC controls and operates this Site from its headquarters in the United Kingdom and provides the Services within the United Kingdom. Accordingly, the Materials may not be appropriate or available for use in other locations. If you use this Site outside the United Kingdom, you are responsible for following applicable local laws. We do not represent that content available on or through our Site is appropriate for use or available in other locations.

Feedback

If you send or transmit any communications, comments, questions, suggestions, or related materials to HOLYWOOD PRIVATE CLINIC, whether by letter, email, telephone, or otherwise (collectively, "**Feedback**"), suggesting or recommending changes to the Site, any Services

offered through the Site or Materials, including, without limitation, new features or functionality relating thereto, all such Feedback is, and will be treated as, non-confidential and non-proprietary. You hereby assign all right, title, and interest in, and HOLYWOOD PRIVATE CLINIC is free to use, without any attribution or compensation to you, any ideas, know-how, concepts, techniques, or other intellectual property and proprietary rights contained in the Feedback, whether or not patentable, for any purpose whatsoever, including but not limited to, developing, manufacturing, having manufactured, licensing, marketing, and selling, directly or indirectly, products and services using such Feedback. You understand and agree that HOLYWOOD PRIVATE CLINIC is not obligated to use, display, reproduce, or distribute any such ideas, know-how, concepts, or techniques contained in the Feedback, and you have no right to compel such use, display, reproduction, or distribution.

Other

These Terms constitute the entire agreement between you and us with respect to the Services, and governs your access to the Site, Applications and the Services, superseding any prior agreements or negotiations between you and us with respect of the Services.

Our failure or delay to exercise or enforce any right or provision of these Terms will not constitute a waiver of such right or provision.

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavour to give effect to the parties' intentions as reflected in the provision, and that the other provisions of these Terms remain in full force and effect.

You may not assign your rights or obligations under these Terms without our prior written consent. We may transfer our rights and obligations under these Terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the Terms.

These Terms are between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

These Terms will be governed by the laws of Northern Ireland and subject to the exclusive jurisdiction of the courts of Northern Ireland.

Contact Us

If you have any questions about these Terms or otherwise need to contact HOLYWOOD PRIVATE CLINIC for any reason, please contact us on 028 90422 500 or info@hollywoodprivateclinic.com.