

# JAY'S PHLEBOTOMY SERVICE

## TERMS AND CONDITIONS OF SERVICE

Effective Date: June 2026 | Mobile Phlebotomy & Diagnostic Procurement Services

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### IMPORTANT PATIENT NOTICE

By booking an appointment through our online portal, telephone, or email, you explicitly agree to be bound by these Terms and Conditions. Please review the payment milestones, cancellation policies, and laboratory liabilities carefully before securing your appointment.

## 1. SCOPE OF SERVICE & MOBILE OPERATIONS

- 1.1. Jay's Phlebotomy Service operates exclusively as a mobile clinical service providing professional blood sample collection (venepuncture) and logistical handling to transport specimens to accredited third-party laboratories.
- 1.2. As a mobile operator, clients must ensure a safe, clean, and adequately lit environment is available for the clinician at the scheduled location. Clients must provide an accurate address, full postcode, and clear parking directions at the time of booking.

## 2. BOOKING PORTAL & APPOINTMENT CONFIRMATION

- 2.1. Appointments should ideally be scheduled through our designated online booking portal. Bookings made via the portal remain provisional until reviewed and officially approved by our administrative team.
- 2.2. A valid email address and mobile telephone number must be provided during portal registration. Automated booking confirmations, health instructions, and invoicing details will be sent electronically. It is the client's responsibility to check spam folders and notify us immediately if confirmations are not received.

## 3. PAYMENT TERMS, MILEAGE, & HIGH-VALUE PACKAGES

- 3.1. **Standard Billing & Methods:** Payments for standard services can be executed via an electronic payment link, itemised invoice, direct bank transfer, or in cash on the day of the appointment. Except where specified under clause 3.2, all outstanding balances must be cleared upon the arrival of the clinician or strictly within the timeline indicated on the digital invoice.
- 3.2. **High-Value Testing Packages (Over £350):** For any complex diagnostic profiling, specialized panels, or test packages totaling **over £350**, full upfront payment is strictly required before any testing kits, specialized reagents, or lab allocations are purchased. No appointment will be fully confirmed, nor lab inventory ordered, until the funds have cleared into our business bank account.
- 3.3. **Travel & Mileage Levies:** Mobile bookings may be subject to a mileage fee depending on the service radius. Any applicable travel fees are calculated based on your location and will be outlined clearly on your portal breakdown or your initial electronic invoice.

## 4. CANCELLATIONS & RESCHEDULING POLICY

- 4.1. We operate a strict **24-hour cancellation policy**. If you need to cancel or reschedule your mobile appointment, you must do so at least 24 hours prior to your scheduled time slot via the online portal, text, or email.
- 4.2. Cancellations or rescheduling requests made within less than 24 hours of the appointment will be subject to a late cancellation fee to cover the clinician's loss of routing allocation and scheduling availability.
- 4.3. If a clinician arrives at the designated location within the agreed-upon time window and the client is a no-show, uncontactable, or refuses entry, the full service fee and any travel costs will remain payable in full.

## 5. LABORATORY ANALYSIS & RESULT TURNAROUND TIMES

- 5.1. Jay's Phlebotomy Service acts solely as the clinical collection provider and intermediary logistics handler. The actual testing, validation, and processing of samples are executed by independent third-party laboratories.
- 5.2. All result timelines shared with the client are **approximations and estimated turnaround times only**. While we make every operational effort to secure swift outcomes, turnaround times are never legally guaranteed.
- 5.3. **Laboratory Failures & Issues:** Disruptions, machine failures, internal sample processing delays, sample degradation within the laboratory, or administration errors occurring past the point of sample drop-off are strictly the legal responsibility of the processing laboratory. Jay's Phlebotomy Service will not be held liable for laboratory errors. In such events, we will work diligently as a go-between to resolve issues, trace samples, and expedite findings on your behalf.

## 6. REFUNDS, LIABILITY, & NEGLIGENCE

- 6.1. Refunds or complimentary re-tests will be issued exclusively in cases where a service failure is a direct result of proven negligence by Jay's Phlebotomy Service (e.g., a failure to follow collection protocols or failure to dispatch the sample to the courier in a timely manner).
- 6.2. No refunds will be provided for issues originating outside our direct operational control. This includes, but is not limited to: laboratory delays, sample rejection due to systemic biological factors (e.g., lipemic or hemolyzed samples not caused by draw mechanics), courier delays, or client failure to follow pre-test requirements (such as fasting guidelines).

## 7. CLINICAL PRE-REQUISITES & RIGHT TO REFUSE SERVICE

- 7.1. The client is entirely responsible for adhering to clinical pre-requisites (e.g., hydration levels, fasting restrictions, medication timing). Failure to do so which leads to an unviable sample will not merit a refund.
- 7.2. Our clinicians reserve the absolute right to refuse service or terminate a mobile session if they encounter a hostile environment, threatening behavior, unsafe clinical conditions, or if the client appears medically unfit or unable to consent to venepuncture.