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**Jay's Phlebotomy Service - Terms and Conditions**

Welcome to Jay's Phlebotomy Service. By booking and using our mobile phlebotomy services, you agree to be bound by the following terms and conditions. Please read them carefully.

**1. Introduction**

Jay's Phlebotomy Service ("we," "us," or "our") provides professional mobile phlebotomy services, offering convenient at-home blood collection for diagnostic testing. We do not provide medical advice, diagnosis, or treatment. Our service is solely for the collection of blood samples as requested by a licensed healthcare professional or laboratory.

**2. Service Description**

We offer mobile blood collection services at a location convenient to you (e.g., your home or office). Our phlebotomists are trained and certified to perform venepuncture safely and efficiently. We will collect the blood samples as per the instructions provided by your requesting doctor or laboratory. We are not responsible for the analysis of the samples or the interpretation of the results.

**3. Booking and Appointments**

* **Booking:** Appointments can be scheduled via our online booking platform via the website or by contacting a member of the team by email/phone. All bookings are subject to availability.
* **Information Required:** When booking, you must provide accurate personal details, including relating to your past medical history.
* **Confirmation:** Your appointment is confirmed only upon receipt of a confirmation from Jay's Phlebotomy Service and can be altered or cancelled up to 24hours before the scheduled appointment time without incurring a charge.

**4. Client Responsibilities**

* **Accurate Information:** You are responsible for providing accurate and complete information regarding your identity, medical history relevant to the blood draw (e.g., allergies, fainting history), and the tests requested.
* **Preparation:** You must follow any pre-collection instructions provided by your healthcare professional or laboratory (e.g., fasting, hydration). Failure to do so may affect the validity of your test results, for which we bear no responsibility.
* **Safe Environment:** You must ensure a safe, clean, and appropriate environment for the phlebotomist to perform the blood draw. This includes adequate lighting, a comfortable chair/bed, and sufficient space.
* **Identification:** You may be required to present valid photo identification at the time of the appointment.
* **Cooperation:** You agree to cooperate with the phlebotomist during the procedure.

**5. Phlebotomist Responsibilities**

* **Professional Conduct:** Our phlebotomists will conduct themselves professionally and ethically.
* **Safe Practice:** They will adhere to strict infection control protocols and best practices for venepuncture.
* **Sample Integrity:** They will ensure proper collection, labelling, and handling of samples to maintain their integrity for laboratory processing.
* **Transportation:** They will arrange for the safe and timely transportation of samples to the designated laboratory, if this service is included in your booking.

**6. Payment and Fees**

* **Fees:** Our service fees will be communicated to you at the time of booking. Fees cover the phlebotomy service only and do not include laboratory analysis costs unless explicitly stated otherwise.
* **Payment Terms:** Payment is due at the time of booking when booking online. Cash can be provided on the day. We accept online payment, contactless card payment, bank transfer and cash.
* **Overdue Payments:** We reserve the right to charge interest on overdue payments and recover any costs incurred in collecting outstanding amounts.

**7. Cancellations and Rescheduling**

* **Client Cancellations:** If you need to cancel or reschedule an appointment, you must notify us at least 24 hours in advance.
	+ Cancellations made with less than 24 hours notice may incur a cancellation fee of 50% of the service fee.
	+ No-shows or the client not being at home/answering the door will be charged the full service fee.
* **Our Cancellations:** In the rare event that we need to cancel or reschedule an appointment due to unforeseen circumstances (e.g., phlebotomist illness, severe weather), we will notify you as soon as possible and offer an alternative appointment or a full refund.

**8. Consent**

By proceeding with the blood collection, you provide your informed consent for the phlebotomist to perform the necessary procedures. You have the right to withdraw your consent at any time before or during the procedure, though this may incur a cancellation fee as per Section 7.

**9. Confidentiality and Data Protection**

* We are committed to protecting your privacy. All personal and health information collected will be treated with the strictest confidentiality and handled in accordance with applicable data protection laws, including the General Data Protection Regulation (GDPR).
* Your information will only be shared with the necessary parties (e.g., the requesting laboratory or your GP) for the purpose of providing the service you have requested.
* For more details, please refer to our Privacy Policy, available on our websiteor upon request.

**10. Limitations of Service**

* We are not responsible for the accuracy or interpretation of laboratory test results. Any questions regarding your results should be directed to your requesting healthcare professional.
* While every effort is made to ensure a successful blood draw, in rare cases (e.g., difficult veins), a successful collection may not be possible. In such instances, we will discuss alternative options.
* We reserve the right to refuse service if the environment is deemed unsafe or if the client is uncooperative.

**11. Disclaimer**

Jay's Phlebotomy Service shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the use of our services, except where prohibited by law. Our liability is limited to the cost of the service provided.

**12. Governing Law**

These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales, and any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of England and Wales

**13. Contact Information**

If you have any questions about these terms and conditions, please contact us at:

Jay's Phlebotomy Service [Insert Phone Number] [Insert Email Address] [Insert Website (if applicable)]

*Last updated: June 1, 2025*