

Terms & Conditions

LAST REVIEWED	8 April 2026
COMPANY	PHC Clinics Ltd · Registered in England and Wales
GOVERNING LAW	England and Wales

PLEASE NOTE: You must be at least 18 years old to use our Services. By using our Services, you agree to these Terms. If you do not agree, you will not be able to use our Services. We do not guarantee specific health outcomes from our personalised programmes.

These Terms and Conditions ('Terms') apply to all Services provided by PHC Clinics Ltd and should be read together with our Privacy Notice, Cookie Policy and Medical Disclaimer.

1. Who We Are

We are PHC Clinics Ltd ('PHC', 'we', 'us', 'our'), registered in England and Wales. Our registered address is 1 Redhouse Way, Swindon, SN25 2AY. You can contact us at Concierge@phclinics.com. We are registered with the Care Quality Commission (CQC).

2. Our Services

2.1 Service Information

Full information about PHC and our Services is available on our website at www.phclinics.com and in any information we provide to you before you receive Services from us.

2.2 Pre-Appointment Discovery Call

Before receiving our Functional Medicine Services, you will complete a short Discovery Call with us to discuss the nature of our Services. This allows both parties to consider whether you are suitable for our Services. We will not provide clinical advice during the Discovery Call.

2.3 Pre-Appointment Questionnaire

Following your Discovery Call, you will complete a Questionnaire providing details about your background, medical history and wellness goals. You may attach supporting information and previous test results for discussion.

2.4 Personalised Programme

We will review your completed Questionnaire and develop a bespoke programme for you. This may include virtual appointments, provision of supplements, referral for diagnostic tests, and referrals to third-party specialists where appropriate.

2.5 Third-Party Services

Where we refer you to third parties, you may need to enter into a separate contract with them. We are not responsible for third-party services, and you will need to agree to their terms if you wish to proceed.

2.6 Online Shop

We sell products ('Products') on our website, including items purchased directly from us and third-party affiliate products ('Third Party Products'). We may receive a commission from affiliate purchases. We take no responsibility for Third Party Products, including their quality, suitability or delivery times.

3. Placing an Order & Acceptance

To receive Services, you must enter into a contract with PHC. A binding contract is formed when we send you an order confirmation or, for Services, when we begin providing them. We may reject orders where Services are unavailable, where payment cannot be verified, or where we determine that our Services are not suitable for you following the Discovery Call. All orders are subject to these Terms.

4. Costs & Payment

Prices for our Services are set out on our website and in any booking confirmation. We charge payment at the time we confirm your order or booking. All transactions are processed securely. If payment is unsuccessful, your booking or order may be cancelled.

5. Your Responsibilities

To allow us to provide our Services safely and effectively, you agree to:

- Provide complete, accurate and up-to-date information about your health, medical history and medications
- Notify us promptly of any changes to your health or circumstances that may affect your programme
- Follow the advice and recommendations of your PHC practitioner where clinically appropriate
- Not share any prescription medication prescribed to you by PHC with any other person
- Comply with all applicable laws and regulations when using our Services

6. Your Right to Change Your Mind

If you have purchased Services online, you have a legal right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your contract within 14 days of entering into it, without giving a reason. To exercise this right, please inform us by email at Concierge@phcclinics.com. If you ask us to begin providing Services within the 14-day cancellation period, you may be required to pay for Services already provided.

7. Ending Your Contract

You may end your ongoing contract with us by giving us reasonable notice. We may end our contract with you if you do not make payment when due, provide materially false information, engage in abusive or threatening conduct, or breach any material term of these Terms and fail to remedy it within 14 days of written notice from us.

8. Our Responsibility to You

8.1 Our Liability

If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach or negligence, up to the amount you have paid us for the relevant Services in the preceding 12 months.

8.2 Exclusions

We do not exclude or limit our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, breach of your legal rights as a consumer, or any other liability that cannot be excluded by law.

8.3 Medical Disclaimer

Our Medical Disclaimer forms part of these Terms and sets out important information about the nature of our Services, individual variation in outcomes, and the limits of our clinical responsibility.

9. Privacy & Intellectual Property

We collect and use your personal data in accordance with our Privacy Notice and Cookie Policy. All content, materials and intellectual property on our website and in our communications remain the property of PHC Clinics Ltd or our licensors. You may not reproduce, distribute or use any such content without our prior written consent.

10. Complaints

If you have a concern, please contact us at Concierge@phcclinics.com. We will acknowledge your complaint within 3 working days and aim to respond fully within 20 working days. If you remain dissatisfied, you may raise your concern with the Care Quality Commission (CQC) at www.cqc.org.uk.

11. Other Important Terms

- **Entire Agreement** — These Terms, together with our Privacy Notice, Cookie Policy and Medical Disclaimer, constitute the entire agreement between you and PHC.
- **Severability** — If any provision is found invalid or unenforceable, the remaining provisions continue in full force.
- **Governing Law** — These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

FOR EASE OF REFERENCE — DOCUMENT SUITE OVERVIEW

DOCUMENT	PURPOSE	LAST REVIEWED
Terms & Conditions	Your contract with PHC for all Services	8 April 2026
Client Privacy Notice	How we collect and use your personal data	8 April 2026
Cookie Policy	How we use cookies and tracking technologies	8 April 2026
Medical Disclaimer	The scope and limits of our clinical Services	8 April 2026