No Refund & Cancellation Policy

Abortion services | Fresh Start Women's Clinic

Please read this policy before making payment or starting treatment. Our team will explain your package, any additional charges and your treatment options so you can make an informed decision.

1. Consultations and services already provided

Fees for consultations, scans and other services already provided are not refundable solely because you change your mind, decide not to proceed with further treatment or are dissatisfied with an expected treatment effect. Any entitlement to a remedy or refund under applicable law remains protected.

2. Medical abortion medication

Once prescribed abortion medication has been dispensed, its cost is not refundable solely because you change your mind or decide not to use it. This does not exclude remedies for defective, incorrect or otherwise non-compliant medication or services. If you decide not to proceed after receiving medication, contact the clinic promptly for advice.

3. Surgical abortion and MVA procedures

Once a procedure has commenced, a change of decision does not by itself entitle you to a refund for care already provided. No treatment outcome can be guaranteed. Expected side effects or a recognised complication do not automatically establish an entitlement to a refund; concerns about the quality of care will be assessed individually.

4. Further treatment and additional costs

Additional medication, repeat treatment, MVA, tests, admission or referral may be needed. Charges apply where these are not included in your agreed package or otherwise covered. The team will explain proposed charges and obtain the relevant consent. Needing further treatment does not, by itself, create an automatic refund entitlement.

5. Cancellations, missed visits and rescheduling

Contact the clinic as soon as possible if you need to cancel or reschedule. Advance payments for care not yet provided will be reviewed individually, with any lawful, reasonable cancellation charge explained. A missed appointment does not automatically mean forfeiture of the full payment. Rescheduling is subject to availability. Where applicable, no cancellation charge will be imposed if the booking cannot be honoured because of the death or hospitalisation of the person for whom it was made.

6. Clinic cancellations, overpayments and unused services

If the clinic cannot provide a paid-for service, we will discuss rescheduling or the appropriate refund for the service not provided. Duplicate payments, overpayments and payments for unused services will be reviewed and corrected as appropriate, taking account of any lawful charges.

7. How to raise a concern

Contact the practice manager through your branch's published telephone, WhatsApp or email details. Provide your name, branch, appointment date, payment reference, proof of payment and a brief explanation. We will assess the request and explain the outcome. Report clinical concerns promptly rather than waiting for a payment dispute to be resolved.

8. Your rights and your choice

You may decline treatment or withdraw consent to further treatment; this policy does not compel you to proceed. Charges for care already provided may still apply. Nothing in this policy limits your rights under the Consumer Protection Act or other applicable law, or excludes responsibility for negligence or substandard care. Reading or acknowledging this policy does not waive those rights.