

Changing the appointment

Please make sure you contact us within 48 hours of receiving your confirmation letter.

Cancellations

If you wish to cancel your appointment, we require 1 week's notice. We will return your deposit deducting £20 for administration. If you have completed a telephone consultation you will not be entitled to a refund as your deposit will be used to pay for this service. If you give less than 1 week's notice we are, unfortunately, unable to refund any of the deposit.

Telephone: **0845 300 0212** (UK callers) or **+44 (0) 845 300 0212** (from overseas).

Email: maureen.musgrove@mariestopes.org.uk

You will need to give the following details:

- your name
- the date of your original appointment
- the name of the centre you were due to attend

Pricing and payment information

All prices are correct at the time of appearing on-line and include VAT where applicable. We accept payment via major credit and debit cards (Mastercard, Visa, Switch, Delta, Solo and Electron only). Balance payments in Marie Stopes International centres can be made by cash, cheque, Mastercard, Visa, Delta, Solo and Electron; **some** but **not all** local centres may also accept American Express and Diners Card.

All credit and charge card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, Marie Stopes International will not be liable for any delay or non-delivery of the service.

The supply of services from Marie Stopes International

Marie Stopes International must validate the credit/debit card details you submit to us before your order can be accepted. Once that has been done, Marie Stopes International will provide confirmation of your booking in your appointment letter. This letter will be posted to you by the end of the next working day. If we cannot process your credit/debit card details, we will contact you via the email address you have supplied to us, or by telephone if you have stated it is not convenient to contact you via your email address. Marie Stopes International's acceptance of your order brings into existence a legally binding agreement between us.

Liability

The majority of card issuers either cover all the charges that may result from unauthorised use of your credit card, or may limit your liability to £50. Marie Stopes International will take all

reasonable care to keep the details of your booking and credit/debit card information secure but unless we have been negligent we will not be liable for any losses you may suffer as a result of unauthorised access by a third party to the information transmitted by you when booking services on-line from Marie Stopes International.

The Data Protection Act

In accordance with UK's Data Protection law, Marie Stopes International will hold and process your personal data in order to provide the service/s you have requested from us.

On-line security

We have made every effort to ensure that booking on the internet with Marie Stopes International is as safe as booking via the telephone or post.

Once you have completed the booking form your details are captured and sent through to our secure server. This encrypts all of your personal information (name, address, medical details, credit/debit card details etc) before it is transmitted over the internet to a secure database, before being downloaded to our booking system.

Customer service contact

If you have any queries or comments concerning Marie Stopes International's vasectomy service, please contact:

Maureen Musgrove
Vasectomy Service Manager
Marie Stopes International
94 Whiteladies Road
Clifton
Bristol BS8 2QX

Telephone: **+44 (0) 117 900 5682**

Fax: **+44 (0) 117 900 5681**

Email: maureen.musgrove@mariestopes.org.uk

Monday-Friday: 9am to 4.30pm