

Membership Summary

1. Introduction

Purpose of this Membership Summary: This Membership Summary provides an overview of the subscription membership options available for our private GP services. It explains what is included in each membership type and what is not included.

Important terms: It is important to understand that by signing up to become a member, you are entering into a subscription membership service with us, which has a minimum term and it will automatically continue unless you take active steps to end it. We provide further detail on this within this Membership Summary.

Other terms: Please read this document together with our (1) Membership Terms and Conditions [\[INSERT LINK\]](#); and (2) Patient and Customer Terms and Conditions - <https://courtyardhealthclinic.com/booking-terms-conditions/>, all of which form part of our contract with you as related to your membership. Important terms may also be included in the booking confirmation documentation that we provide to you in writing.

Definitions: Many of the terms used in this Membership Summary are defined in the aforesaid terms and conditions.

Personal data: How we use your personal data is set out in our Privacy Notice: [Privacy Notice for Patients - Courtyard Health Clinic | Musselburgh](#).

2. Who we are and how to contact us

Who we are: We are Courtyard Health Clinic Limited, a private limited company registered in Scotland (company number SC845241) and we have our registered office at 6 St Colme Street, Edinburgh, EH3 6AD ('CHC', 'we', 'us' or 'our').

How to contact us: To contact us, please use the below details:

Website: www.courtyardhealthclinic.com

Telephone: 0131 297 6655

Email: Office@Courtyardhealthclinic.com

Address: Courtyard Health Clinic, Suite 2, Hercules House, Eskmills, Musselburgh, EH21 7PB.

When you can contact us: Our opening hours are as follows:

- **Monday, Wednesday and Friday:** 9am to 5pm;
- **Tuesday:** 8am to 5pm;
- **Thursday:** 9am to 7pm; and
- **Saturday:** 9am to 12.30pm.

these hours may be subject to change from time to time and exclude public holidays.

How to raise a concern: If you wish to raise a concern regarding the services (including your membership) you can either speak to a member of CHC staff at the Clinic or submit your concern to us in accordance with our policy available here: [Complaints Procedure - Courtyard Health Clinic | Musselburgh](#). A copy can also be provided on request.

3. Membership types we offer

We currently offer **two** types of membership as outlined below.

Couples Membership

If you select a Family Membership, the following applies:

- **Price (Membership Fee):** The Membership Fee will be **£130 per month** (or **£1,560 per year**)*.
- **Who is covered (Covered Persons):** The membership covers the **Primary Member** and **one other named adult** and **up to four named children under the age of 18**, each of whom reside ordinarily at the same address as the Primary Member for the duration of the membership. All of these individuals are referred to as "Covered Persons".
- **Appointment Allocation:** The membership includes a maximum of **12 Appointments per year**. The Appointment Allocation is shared amongst all Covered Persons (e.g. a total of 12 Appointments to be used amongst the Primary Member and all of the Covered Persons and NOT 12 Appointments per Primary Member and each Covered Person).
- **Appointment length:** A maximum of **30 minutes per Appointment**. Any additional clinical time required will be charged at our then then current fees (or any discounted rates which we may offer, at our discretion) or by using a further Appointment from the Appointment Allocation, as agreed with us.

**Any services that fall outside Appointment Allocation (for example, additional appointments, tests, or specialist referrals) will incur additional charges. See further information below on the services covered and excluded from the membership below.*

Please read the remainder of this Membership Summary to understand the additional provisions that apply to [Family / Couple] Memberships.

Individual Membership

If you select an Individual Membership, the following applies:

- **Price (Membership Fee):** The Membership Fee will be **£65 per month** (or **£780 per year**)*.
- **Who is covered (Covered Persons):** The membership covers the **Primary Member** and **up to four named children under the age of 18** who reside ordinarily at the same address as the Primary Member for the duration of the membership. These additional individuals are referred to as "Covered Persons".
- **Appointment Allocation:** The membership includes a maximum of **6 Appointments per year**. The Appointment Allocation is shared amongst the Primary Member and all Covered Persons (e.g. a total of 6 Appointments to be used amongst the Primary Member

and all of the Covered Persons and NOT 6 Appointments per Primary Member and each Covered Person).

- **Appointment length:** A maximum of **30 minutes per Appointment**. Any additional clinical time required will be charged at our then current fees (or any discounted rates which we may offer, at our discretion) or by using a further Appointment from the Appointment Allocation, as agreed with us.

**Any services that fall outside the Appointment Allocation (for example, additional appointments, tests, or specialist referrals) will incur additional charges. See further information below on the services covered and excluded from the membership.*

Please read the remainder of this Membership Summary to understand the additional provisions that apply to Individual Memberships.

4. General provisions applying to all Memberships

Please read this Section 4 carefully as it applies to all membership types:

- **Primary Member:** The Primary Member is the individual who enters into an agreement with us for the membership. The Primary Member will be contractually responsible for their own and all Covered Persons' compliance with our terms and conditions and other policies and procedures in relation to the Membership Services provided by us. The primary member should ensure that they have read and understood all terms and conditions provided by us, prior to agreeing to the membership.
- **Appointment Allocations:** Appointment Allocations operate on an annual basis, beginning on the date your subscription membership commences and renewing automatically annually unless you take active steps to end it.
- **Unused Allocations:** Unused Appointments do not roll over into the next membership year unless expressly agreed by us in writing in advance.
- **Making Appointments:** We will use reasonable efforts to arrange Appointments on the dates and at the times requested but Appointments are subject always to the Clinic's opening hours, operational availability and clinician availability and discretion.
- **Changes to the scope of services within the Membership:** We may update, clarify or amend the scope of Membership Services from time to time. Any material changes shall be communicated to you in advance, and you will have the right to cancel your Membership before such changes take effect and to receive repayment of any prices paid for that portion of your Membership not yet used.
- **Minimum duration of 12 months:** Membership subscriptions will run for an initial period of 12 months. There are limited cancellation rights during this initial period as set out in the Membership Terms.
- **Automatic renewals of Membership:** At the end of the initial 12 month period, the subscription membership will automatically renew on an annual basis (12 month) unless cancelled by you before the end of this period or any subsequent renewal period.
- **Payment Terms:** Payment can be made upfront (e.g. full year paid at the start of the relevant year of your subscription membership) or paid in instalments (e.g. monthly or quarterly) as we may agree with you at the time you sign-up for the membership. The Membership Terms provide more detail on payment terms.

- **Changes to the Membership Fee:** Membership Fees (including any discounted rates we may offer) will be fixed for the initial 12 month period and thereafter may be subject to change. We will update our fees annually and provide you with 2 weeks' notice prior to doing so. Any changes to the Membership Fee will take effect from the start of the next billing period commencing after the period of notice (for example, in the case of Membership Fees which are paid monthly or quarterly, the next monthly or quarterly billing period and in the case of Membership Fees which are paid annually in advance, at the beginning of the next renewal period).
- **We can decline and cancel Memberships:** We reserve the right to decline membership requests at our discretion and may cancel your membership if our terms and conditions are not complied with.
- **Non-refundable and non-transferable:** Membership Fees are non-refundable except as set out in the Membership Terms. Memberships are non-transferable.
- **Covered Persons:** If any Covered Person changes address and is no longer ordinarily resident at the same address as the primary member, that Covered Person will no longer be entitled to the benefit of the membership.
- **Cancellation of Appointments:** No refund of Membership Fees will be given if any appointment is cancelled but provided you have given us more than 24 hours' notice the appointment shall not be deducted from the annual Appointment Allocation. If any appointment is cancelled with less than 24 hours' notice, it shall be treated as a used appointment for the purposes of your Membership.

5. Introductory Offer

We offer an introductory membership to the **first 25 individual** and **first 25 family** memberships who sign up to one of our membership plans before [31 March 2026]. The introductory rate applies only for the initial 12 month term and after the introductory period ends, the standard membership rate will apply. We may withdraw or amend the introductory offer at any time prior to acceptance.

6. What is included in each Membership (Membership Services)

- Access to private general practitioner (GP) appointments up to the Appointment Allocation depending on the membership type selected. Appointments are subject always to clinician availability.
- Free private repeat prescriptions (pharmacy charges will still apply). Repeat prescriptions require at least one prior consultation with one of our clinicians.
- Free referrals (private referrals only).
- 20% discount on additional services provided by us such as annual health MOTs for the adult member(s) and additional GP services (this does not extend to third party services, such as diagnostic tests or specialist referrals).
- All initial appointments require to be in-person at our Clinic; follow-ups may be by phone or virtual at clinician discretion.

7. What **is not included** in each Membership Plan (Excluded Services)

- Appointments beyond the annual Appointment Allocation.
- Diagnostic tests, investigations and imaging.
- Specialist referrals or consultations, including occupational health services and NHS services.
- Medical letters, reports or administrative documentation (including notes for statutory sick pay).
- Emergency or urgent care services.
- Services delivered outside of the scope of general practice.
- Home visits are not included and no discount will be applied to the fees for home visits.
- Occupational health services.
- The costs of any medication which is subject to a prescription and any controlled drugs (including ADHD medication).
- Travel vaccines or specialist treatments such as joint injections unless otherwise stated
- Fees from external providers (labs, imaging, pharmacies).
- **No controlled drugs will ever be prescribed as part of membership (including ADHD medication).**
- Physical examinations and reports which require access to full medical records.
- Antenatal or maternity care.
- Drug and alcohol rehabilitation services.
- Immunisations/vaccinations.

8. Key subscription membership information

The key information relating to our subscription memberships is as follows:

- **Renewal:** Your subscription membership will last for an initial period of 12 months (subject to earlier cancellation, where permitted) and will then **roll on automatically** for further consecutive periods of 12 months (each being a renewal period), unless you cancel in accordance with the Membership Terms.
- **Renewal Reminders:** We will issue you with three reminders before the end of each 12 month period to confirm that your subscription membership is due for automatic renewal and setting out the applicable Membership Fee payable for each renewal period. The first reminder will be sent at least 3 months prior to the expiry of the applicable 12 month period, with the second and third reminders to be issued at least 30 days and 7 days prior to the expiry of the applicable 12 month period.
- **Cancellation:** You can cancel at the end of (a) the initial 12 month subscription membership period or (b) any renewal period, by notifying us in writing at our registered address or at hello@courtyardhealthclinic.com Please see our Membership Terms for further cancellation rights.

If you pay the Membership Fees in instalments and you cancel a membership subscription before the end of the initial 12 month period or any renewal period, you may be required to pay for services you or a Covered Person have already received but not yet paid for. Further details about when charges may apply are set out in the Membership Terms.

- **Cooling off:** You can cancel your subscription membership at any time in the first 14 days of the start of the subscription membership and the start of each renewal period, which is your

statutory cooling-off period. If you request services during the cooling off period, you may be charged for services already provided or our reasonably incurred costs for preparing to provide those services and may lose the benefit of any promotional rate offered in relation to those services. Please see our Membership Terms for more information.

- **Refunds:** If you cancel the subscription membership for cause, you may be entitled to a refund of Membership Fees paid for services not yet used but this will be subject to deduction of any administrative fees payable and fees for services provided at the point of cancellation. Further information on the circumstances in which refunds are payable are set out in the Membership Terms.

- **Discounts:** If we have offered you any discount on the standard membership rate, this will apply throughout the initial subscription membership period and thereafter your subscription membership will be charged at our standard rates. We will notify you in advance of any promotional rate coming to an end and you will have the right to cancel your agreement with us. If you cancel the Membership early (for example, during the cooling off period), you may lose the entitlement to any discounted rate. Further information on this is set out in the Membership Terms.

- **Additional services:** Additional services not included in your membership will be payable separately.