

Financial Information for Patients

Introduction

Thank you for considering attending Bourn Hall Clinic for your fertility treatment. This information sheet details the fees for the treatments available.

In order to make the pricing of your treatment as clear as possible we have organised our prices into Treatment Packages and detailed what is included in each package.

The costs detailed are valid from 01 February 2022 however we reserve the right to alter these prices without notice. Treatment is subject to our standard terms and conditions (Page 12).

Treatment of infertility includes a wide range of possibilities and we hope to have included most of them within our price list. Should you have any queries on the cost implications of your treatment, or any comments on how we can improve this information pack, please contact the Patient Services Finance team as below:

Telephone

+44 (0) 1954 717243

email

info@bourn-hall.com

Table of Contents

1	Fertility Health and Wellbeing Package	3
2	Consultations	3
3	Ovulatory Stimulation and Monitoring Treatment Package	3
4	Intra-Uterine Insemination (IUI) Treatment Package	3
5	In-vitro Fertilisation (IVF) Treatment Package	3
6	Frozen Embryo Transfer (FET) Treatment Package	4
7	Sperm Retrieval	4
8	Shared Motherhood Package	4
9	Treatment with Donor Gametes and Embryos	4
10	Egg and Sperm Donor Programmes	4
10.1	Egg Share Providers.....	4
10.2	Egg Recipient.....	5
10.3	Sperm Sharers.....	5
10.4	Altruistic Egg / Sperm Donors.....	5
11	Egg Freezing and Embryo Transfer	5
12	Semen, Egg and Embryo Storage	6
13	Scanning Packages	6
14	Additional Treatment Costs	6
15	Tests and Screening Requirements	7
15.1	Bacteriology/Virology/Immunology.....	7
15.2	Andrology.....	7
15.3	Haematology/Biochemistry.....	7
15.4	Cytogenetic/Cytology.....	8
15.5	Endocrinology/Hormone Tests.....	8
16	Drug Costs	9
17	What if I don't complete treatment?	10
17.1	In-vitro Fertilisation (IVF) Cycle.....	10
17.2	Blastocyst Culture.....	10
17.3	Ger+ / Eeva plus Blastocyst Culture.....	10
17.4	Intra Uterine Insemination (IUI) Cycle.....	10
17.5	Frozen Embryo Transfer (FET) Cycle.....	10
17.6	Donor Sperm.....	10
17.7	Egg Share Programme.....	10
17.8	Egg Freezing.....	10
17.9	Embryo Donation.....	10
18	Fees and Payment Details	11
	Terms & Conditions of Treatment at Bourn Hall Clinic	12

1 Fertility Health and Wellbeing Package		£400
Semen Analysis	Pelvic Scan	
Ovarian Reserve Blood Test (AMH)	Medical consultation (30 minutes)	
Depending on your circumstances you can utilise this package in a flexible way or you may be advised that additional assessments are appropriate for you (see our website for details) which can be booked individually as per the standard price list.		

2 Consultations		
Initial or full consultation with Consultant Gynaecologist / IVF Specialist		£225
Review consultation with Consultant Gynaecologist / IVF Specialist		£225
Consultation with Andrologist		£265
Fertility Health and Wellbeing Consultation (30 minutes) with Consultant Gynaecologist		£95
<i>Appointment cancellation – no refund will be due unless at least 2 working days' notice of cancellation is received.</i>		
<i>Appointment rescheduled – 50 % of consultation fee is payable unless at least 2 working days' notice of rescheduling is received.</i>		

3 Ovulatory Stimulation and Monitoring Treatment Package		£400
One treatment cycle	Pregnancy ultrasound scan	
All trans-vaginal scans	Follow-up consultation (if taken within two months of treatment completion)	
Nurse discussion		
Pregnancy urine test		

4 Intra-Uterine Insemination (IUI) Treatment Package		£1150
Medical and nursing care	Pregnancy urine test	
All in-treatment laboratory tests and procedures	Pregnancy ultrasound scan	
All scanning costs	Follow-up consultation (if taken within two months of treatment completion)	
Insemination procedure		
<i>In the event that treatment is cancelled prior to insemination taking place £700 will be refunded</i>		

5 In-vitro Fertilisation (IVF) Treatment Package		£3795
Medical and nursing care	First year storage	
All in-treatment laboratory tests and procedures	Embryo transfer	
All monitoring and scanning costs	Pregnancy urine test	
Cyst aspiration (if required)	Pregnancy ultrasound scan	
Local anaesthetic or Intravenous sedation (for egg collection procedure only)	Follow-up consultation (if taken within two months of treatment completion)	
Egg collection	Counselling	
<i>In the event that the treatment cycle is cancelled before egg collection takes place there will be a refund of £2950.</i>		
<i>If it is deemed necessary to freeze all embryos created in a treatment cycle, the cost of the subsequent frozen embryo transfer treatment package will be reduced by 50%</i>		

6 Frozen Embryo Transfer (FET) Treatment Package		£2495
Medical and nursing care	Pregnancy urine test	
All in-treatment laboratory tests and procedures	Pregnancy ultrasound scan	
All scanning costs	Follow-up consultation (if taken within two months of treatment completion)	
Thawing of embryo(s)		
Embryo transfer		
<i>In the event that the treatment cycle is cancelled before thawing takes place there will be a refund of £2000</i>		

7 Sperm Retrieval		
Surgical sperm retrieval – PESA or TESE (includes cost of GA if required)		£2400
Micro-TESE		£3850

8 Shared Motherhood Package		£6375
<i>Initial consultations for each patient, standard virology's for each patient, medications and donor sperm costs are not included and will be billed with any other additional costs</i>		
Donor screening	Embryo freezing if necessary	
IVF Treatment package	1 fresh or frozen embryo transfer as appropriate	
Embryology		
<i>In the event that the treatment cycle is cancelled before egg collection takes place there will be a refund of £3675</i>		

9 Treatment with Donor Gametes and Embryos		
Donor Sperm		
Family Reservation Fee (per 5 ampoules of donor sperm and includes first year of storage)		£395
Donor sperm (per vial used)		£700
Purchase and administration costs for transfer of reserved donor sperm to another UK licensed centre (per vial)		£800
Donor Eggs – fresh synchronised cycle		£5000
Donor Eggs – frozen eggs (six)		£3750
Donor Eggs – additional frozen eggs (per egg)		£500
Donor Embryos		£1800

10 Egg and Sperm Donor Programmes

10.1 Egg Share Providers	
Receive the IVF treatment package (see section 5), drugs up to pregnancy test, ICSI and the HFEA registration fee free of charge.	
<i>Fees are payable for the initial consultation and screening tests that are required to determine eligibility for this package of IVF treatment, please ask for further information.</i>	

10.2 Egg Recipient		From £7325
Medical and nursing care	Pregnancy urine test	
All in-treatment laboratory tests and procedures	Pregnancy ultrasound scan	
All monitoring and scanning costs	Follow-up consultation (if taken within two months of treatment completion)	
Donor oocytes	Counselling	
Fertilisation with IVF		
Embryo transfer		

10.3 Sperm Sharers
Receive the IVF treatment package (see section 5) and the HFEA registration fee free of charge.
<i>Fees are payable for the initial consultation and screening tests that are required to determine eligibility for this package of IVF treatment , please ask for further information.</i>

10.4 Altruistic Egg / Sperm Donors
Altruistic egg and sperm donors are entitled to claim compensation for visits to the clinic in accordance with HFEA regulations.

11 Egg Freezing and Embryo Transfer

Stimulation, monitoring, egg collection and egg freezing – single cycle		£4100
Medical and nursing care	Local anaesthetic / Intravenous sedation	
All in-treatment laboratory tests and procedures	Egg collection	
All monitoring and scanning costs	Egg freezing (including first year of storage)	
Cyst aspiration (if required)	Counselling	
Additional cycles within 12months, per cycle		£1500
Embryology and embryo transfer		£3250
Egg thawing	Pregnancy ultrasound scan	
Fertilisation with ICSI	Follow-up consultation (if taken within two months of treatment completion)	
Embryo transfer		
Pregnancy urine test		

12 Semen, Egg and Embryo Storage

Semen freezing of three ejaculates up to a maximum of 12 ampoules of sperm, including three semen assessments	£850
Storage of semen for second and subsequent years and part thereof (annual fee)	£395
Storage of eggs for second and subsequent years or part thereof (annual fee)	£395
Initial freezing/administration fee for suitable spare embryos	£780
Storage of embryos for second and subsequent years or part thereof (annual fee)	£395
Administration charge for preparing frozen gametes or embryos for transfer to another UK clinic	£125
Administration charge for preparing frozen gametes or embryos for transfer to an overseas clinic	£300

13 Scanning Packages

Pelvic ultrasound scans for Bourn Hall patients outside of treatment	£200
Pelvic ultrasound scans for non Bourn Hall patients	£300

14 Additional Treatment Costs

Additional costs			
HFEA registration fee – per cycle of IVF/ICSI	£80	HFEA registration fee – per donor insemination	£37.50
Anaesthetists fee	£500	Hysteroscopy	£800
Local anaesthetic / intravenous sedation	£200	Endometrial scratching	£400
ICSI	£1300	HyCoSy	£420
IMSI (including ICSI)	£1475	Intralipid 20% infusion	£395
Blastocyst culture	£800	Surrogate consultation	£300
Preimplantation Genetic Screening (PGS) up to 6 samples	£2500	IVF with surrogacy (this includes a £500 non refundable deposit)	£5400
Preimplantation Genetic Screening (PGS) per additional sample	£300	IVF with surrogacy with donor eggs (this includes a £500 non refundable deposit)	£8350
Assisted hatching	£450	Blood tests and screening requirements	See 15
Ger+	£300	Drugs required for treatment	See 16
Eeva test	£550	Mock embryo transfer	£300
Embryo Glue	£250	Private prescription	£40
ERA – endometrial receptivity testing	£1000	Endometrio – endometrial receptivity testing and culture	£1500
ERA – endometrial receptivity testing supplementary biopsy	£750		

15 Tests and Screening Requirements

The tables below detail the charges for the most frequently required tests and screening requirements. You will be advised at your consultation which tests you will be required to have. Test results from other sources may be acceptable – please bring them to your consultation for review.

Occasionally additional tests may be required; if this is the case you will be informed of any fee prior to the additional service being carried out.

15.1 Bacteriology/Virology/Immunology	£
Covid-19	115
HTLV 1 & 2	56
HIV	56
Hepatitis A antibody	56
Hepatitis B Surface Antigen	56
Hepatitis B Core antibody	56
Hepatitis C	56
Rubella	42
APCA	42
Toxoplasmosis	47
Semen culture	63
High vaginal culture	63
Cervical swab culture	63
Lupus anticoagulant	89
Phospholipid antibodies	79
Cardiolipin	89
Cytomegalovirus (CMV)	105
TORCH screen	142
Syphilis (VDRL/TPHA)	53
Chlamydia (blood test)	105
Chlamydia (urine test)	56
Gonorrhoea (urine test)	56

15.2 Andrology	£
Semen assessment	175
Sperm antibody test	175
Sperm DNA fragmentation test	420

15.3 Haematology/Biochemistry	£
Full blood count	42
Blood group	42
Blood cross match	42
Haemoglobin	42
Sickle-cell screen	84
Glucose	42
Fasting insulin	42
Prothrombotic screening	620
Recurrent miscarriage profile	853

15.4 Cytogenetic/Cytology	£
Chromosomes – blood	315
Cystic fibrosis screen	210
Karyotyping/cystic fibrosis/Y-deletion (together)	630
Y-deletion test	189
Cytology cyst fluid (per sample)	210

15.5 Endocrinology/Hormone Tests	£
AMH (anti-Mullerian hormone) test	115
FSH (follicle stimulating hormone)	42
LH (luteinising hormone)	42
Prolactin	42
Estradiol (E ₂)	42
Progesterone (P4)	75
Beta-HCG	42
Androstenedione	74
Testosterone	63
DHEAS	74
SHBG	63
Thyroxine (T4)	75
TSH (thyroid stimulation hormone)	75
T3	42
Cortisol	42

16 Drug Costs

Please note: the cost of drugs is additional to the treatment cycle costs.

Each treatment cycle is individualised to give you the best chance of success so there is not a standard cost of medications. Once you have seen one of our doctors and have your treatment plan in place we can give you a personalised quote for your treatment.

Intra-Uterine Insemination (IUI) 1 cycle	From £300
Frozen Embryo Transfer (FET) 1 cycle	From £200
IVF Treatment Cycle Drugs 1 cycle	From £1500

Treatment Drugs – Individually priced		£
Aspirin 75 mg dispersible tablets	1 x 28	1
Cabergoline 0.5mg tablets	1 x 8	35
Cetrotide 0.25mg injection	1 vial	37
Clomifene citrate 50 mg tablets	1 x 10	10
Crinone 8% vaginal gel	1 x 15	35
Cyclogest 400 mg pessaries	1 x 15	20
Estraderm 100 mcg MX patches	1 x 8	10
Folic acid	1 x 28	10
Fragmin (2,500iu) Inhixa (2,000iu)	1 x 10	51
Fragmin (5,000iu) Inhixa (4,000iu)	1 x 10	51
Gonal F (75 IU) injection	1 vial	32
Gonal F (300 IU)	1 pre-filled pen	128
Gonal F (450 IU)	1 pre-filled pen	192
Gonal F (900 IU)	1 pre-filled pen	384
Intralipid Infusion	1 infusion	375
Lubion (25mg) injection	1 x 7 vials	140
Luveris (75 IU)	1 vial	58
Menopur (150IU) injection	1 vial	65
Menopur (600IU)	1 multidose vial	260
Menopur (1200IU)	1 multidose vial	520
Metformin 500mg tablets	1 x 84	10
Microgynon tablets	1 x 63	10
Norethisterone 5 mg tablets	1 x 30	10
Ovitrelle injection	1 pre-filled pen	61
Private prescription		40
Pergoveris 75/150 IU	1 vial	70
Pergoveris 300/150iu	1 pre-filled pen	160
Pergoveris 900/450iu	1 pre-filled pen	480
Prednisolone 5 mg tablets	1 x 28	10
Progynova 2 mg tablets	1 x 84	12
Suprecur (buserelin) sc injection	1 vial	25
Synarel (nafarelin) nasal spray	60 dose	70
Zomacton (4 mg) injection	1 ampoule	120

Your initial treatment medication can be delivered to your home, or specified delivery address, free of charge.

Patients purchasing drugs from Bourn Hall Clinic will receive a comprehensive drug teach, a sharps bin, needles and syringes and disposal of these after treatment, free of charge.

We routinely check our prices against those of other suppliers to ensure that our prices remain competitive.

Although the above prices were correct at the time of printing Pharmacy prices are subject to change without notice.

If other products are required check with the Pharmacy for prices.

17 What if I don't complete treatment?

It is sometimes necessary to discontinue treatment for medical reasons. Under these circumstances we may refund/partially refund your treatment costs or discount your next treatment cycle.

Here are the most common examples of our refund or discount rates. Please note that we do not refund any of the costs relating to the pre-treatment procedures or drugs.

17.1 In-vitro Fertilisation (IVF) Cycle

If an IVF cycle is discontinued on the advice of a Bourn Hall consultant, for medical reasons after stimulation has commenced but before the egg collection procedure we will refund you the full cost of the IVF Treatment Package less £845. This is to cover the cost of administration and nursing care up to this point. Once the egg collection procedure has commenced no refund will be made.

If your IVF treatment is halted on the advice of a Bourn Hall consultant, for medical reasons prior to transfer of your embryos, necessitating the freezing of the embryos created in the treatment cycle, the cost of the first frozen embryo transfer will be reduced by 50%.

17.2 Blastocyst Culture

In the event that the blastocyst culture fails prior to the transfer of the embryos we will refund you the blastocyst fee.

17.3 Geri+ / Eeva plus Blastocyst Culture

In the event that a day 2 or day 3 embryo transfer is recommended we will refund you the blastocyst fee.

17.4 Intra Uterine Insemination (IUI) Cycle

In the event that insemination does not take place we will refund you £700 .

17.5 Frozen Embryo Transfer (FET) Cycle

If an FET cycle is discontinued for any reason, before thawing, we will refund you £2,000 of the FET Treatment Package fee.

If embryos fail to thaw or cleave, there will be a 50% refund of the Treatment Package fee.

17.6 Donor Sperm

Sperm donors are permitted to create a maximum of 10 families. In order to help you achieve your family we reserve a maximum of 5 (five) ampoules of sperm for you from your chosen donor. We recommend that same gender couples who both wish to have treatment using the same donor consider paying two reservation fees to reserve 10 ampoules of sperm.

17.7 Egg Share Programme

Fresh eggs - A minimum of 8 mature eggs are required to enable egg sharing to take place. Should the monitoring scans indicate it is likely that less than 8 mature eggs will be collected the egg share provider has the option to transfer to a self funded treatment cycle. If egg collection proceeds with the expectation of sufficient mature eggs being obtained but subsequently there are insufficient mature eggs obtained to enable sharing to occur then the treatment fees paid by the egg share recipient will be refunded and Bourn Hall Clinic will bear the cost of the egg share providers' treatment cycle.

Frozen eggs - If eggs are purchased from our egg bank and these subsequently fail to thaw then the treatment fees paid by the egg recipient will be refunded.

17.8 Egg Freezing

If eggs are collected, but none are successfully frozen, we will refund the full treatment package fee.

If there is no subsequent embryo transfer, we will refund the full embryo transfer package fee.

17.9 Embryo Donation

If your treatment with donated embryos is discontinued for medical reasons, or if the embryos fail to thaw or cleave, the treatment fee will be refunded in full. We do not refund any of the costs relating to the pre-treatment procedures or drugs.

18 Fees and Payment Details

Comprehensive financial information is provided at your first consultation.

A general guide to when payments are due is shown below:

Activity	When payment is due
Consultation; any tests carried out in the Clinic (e.g. semen analysis or blood test)	Some consultations and tests are payable at time of booking; all others are due on the day of the consultation or test
Treatment package + HFEA Registration Fee	Before or on the commencement of the treatment cycle
Screening tests and/or investigations additional to the treatment package	Before or on the commencement of the treatment cycle or on the day the test is advised and agreed
Additional treatments during the treatment cycle (e.g. ICSI or Blastocyst culture)	On the day the decision is made to include the additional treatment
Collection of drugs from Pharmacy	At the time of collection
Arranging drug delivery by a homecare provider	On placing the order

All assisted conception treatment cycles are required to be registered with the Human Fertilisation & Embryology Authority (HFEA). The HFEA charge a registration fee that becomes due at the start of a treatment cycle.

Payment may be made in full by debit or credit card, or bank transfer. Credit card payments are accepted over the telephone prior to treatment.

We accept most major credit or debit cards and bank transfers.

For bank transfers please contact the Patient Services team at your local Bourn Hall Clinic.

Please see the Terms & Conditions of Treatment at Bourn Hall Clinic (Page 12)

Refunds

Any refunds due will be paid once the Patient Services team has received confirmation of the change of treatment from the medical staff.

Refunds will be made by card (but only to the card used for the initial payment), bank transfer or cheque.

Terms & Conditions of Treatment at Bourn Hall Clinic

Version 8 valid from February 2022

These terms and conditions cover the provision of fertility treatment and associated services and medication and apply to all patients paying for any of our treatment packages and associated services.

1. Definitions

“Bourn Hall Clinic” means Bourn Hall Limited, a company registered in England and Wales, with company registration number 01897182 and whose registered office is at Bourn Hall, High Street, Bourn, Cambridge, England, CB23 2TN. Our registered VAT number is 876329778.

“The patient(s)” shall mean the person, people or couple seeking advice, assistance and/or treatment from Bourn Hall Clinic.

“Advice, assistance and/or treatment” shall have the meaning necessary for their context and shall be defined by reference to the services from time to time offered by Bourn Hall Clinic.

2. Our contract with you

The Services we provide comprise fertility treatment plans, including advice, assistance, fertility diagnostics, fertility preservation and treatment, as further described in this, or any other documents, on our website and during any consultations or other meetings we have with you, and which will usually take place at one of our clinics or via video or telephone consultation. Our contract with you will become binding in relation to any particular service, treatment or course of treatment when you book that service or treatment with us.

This agreement applies to anybody who receives Services from Bourn Hall Clinic for the duration of the Services.

3. Place of Treatment

Unless otherwise agreed between the parties, treatment shall take place at one of our clinics/facilities/treatment centres. We sometimes work with partner clinics who provide elements of our services on our behalf: we would always agree that with you in advance, and your contract would still be with Bourn Hall Clinic.

Bourn Hall Clinic will not provide services outside of the United Kingdom except by prior agreement.

In circumstances where, for any reason, we are not able to treat you at all, we may refer you to an alternative provider, in which case you would need to enter a contract with that alternative provider, and you would not have a contract with Bourn Hall Clinic.

4. Costs and Payment

- If you are receiving NHS funding for your fertility treatment, you will not have to pay anything for the treatment made available by the NHS.

For self-funded patients:

- In order to make the pricing of your treatment as clear as possible, we have developed a fee calculator which is available on our website, indicating the base prices for our most frequently requested treatments. The quoted costs are revised periodically and published on our website; our full pricelist and associated terms can be found on the website www.bournhall.co.uk [Fees & Funding-Self Funding-Fee Schedule](#). We will always provide you with a specific quote prior to your treatment commencing, including an estimated charge for drugs.
- We use our best efforts to ensure that the prices we quote for our services are correct, and we will not change the base price we have quoted you for a Consultation, Additional Treatment or Treatment Plan, if you choose to proceed with the services covered by that price within the time specified in the documentation we provide to you. However, some elements of our treatments may vary after commencement, in which case we will adjust our charges accordingly, and will notify you of the change without delay, namely:
 - a. the dosage of drugs, or actual drugs required during the course of the treatment due to a particular patient’s needs; and

- b. some variations to a particular course of treatment may be required after the commencement of that course of treatment (e.g. Intracytoplasmic sperm injection (“ICSI”) might be required if the sperm sample received is of insufficient quality).

In the event of any change, or anticipated change, in costs we will notify you as soon as reasonably possible and commit to ensuring that our charges are reasonable.

When payment is due

Payments are due as follows:

- Consultations and any tests carried out in the clinic (for example, semen analysis and blood tests): Some consultations and tests are payable at time of booking; all others are due in advance of the consultation or test.
- HFEA Registration Fee: All assisted conception treatment cycles are required to be registered with the Human Fertilisation & Embryology Authority (HFEA). The HFEA charge a registration fee that becomes due prior to the start of a treatment cycle.
- Treatment package [+ HFEA Registration Fee]: Before or on the commencement of the treatment cycle.
- Screening tests and/or investigations additional to the treatment package: Before or on the commencement of the treatment cycle or on the day the test is advised and agreed.
- Additional treatments during the treatment cycle (e.g. ICSI): Paid in advance but refunded if not required on the day following analysis.
- If you choose to purchase drugs prescribed by us from our Pharmacy: Payment is due at or before the time of collection; and
- Arranging drug delivery by a homecare provider: On placing the order

Storage of sperm, eggs and embryos will be charged annually in advance. Payment may be made in full by debit/credit card, or bank transfer and, if you are registered on our patient portal, can be paid through the portal. Debit and credit card payments are accepted over the telephone prior to treatment. We accept most major debit and credit cards and bank transfers. To make a payment, please contact the Patient Services team at your local Bourn Hall Clinic.

The costs for the first 12 months of storage of any sperm, eggs and/or embryos will be specified and included in our quote. Thereafter the costs of storage will be charged in accordance with our then applicable annual storage rate.

Refunds: You can always change your mind and not proceed with a consultation or treatment plan, and sometimes a treatment plan may not be completed for other reasons. If you pay for services and then do not proceed with all or part of them, we will retain payment to cover the cost of the services we have provided and a refund may be payable to you for the services not received. Further details relevant to how this applies to particular treatments is set out with the pricing details for treatment plans. Refunds will be made to the card used for the initial payment, or by bank transfer to the person who made the payment being refunded. Please note that we do not refund any of the costs relating to pre-treatment procedures or drugs after the pre-treatment procedures have been followed, or drugs taken, dispensed or delivered.

Questions: Treatment of infertility includes a wide range of possibilities, and we hope to have included most of them within our price list. Should you have any queries on the cost implications of your treatment, queries about invoices or any comments on how we can improve the way we present our fees and other information, please contact the Patient Services Finance team as below:

Telephone +44 (0) 1954 717243

email info@bourn-hall.com

Right to make changes

5. Changes

5.1 Changes to the services. We may change the services offered generally:

- (i) to reflect changes in relevant laws and regulatory requirements; and
- (ii) to implement adjustments and improvements, for example to improve success rates. If there is any impact on you of the changes, we will tell you.

5.2 **Changes to your treatment plan.** We may need to make or advise changes to your treatment plan once treatment is underway, such as changes to medication dosages to reflect how a patient responds to stimulation, or for other medical reasons. Such changes may also impact the cost of the services. We will let you know as soon as possible of any changes to your treatment plan and/or costs.

6. Withdrawal

You can always change your mind and not proceed with a treatment plan before the services have commenced.

Reasons we may suspend or end the services. We may have to suspend or stop the services:

- (i) to deal with significant issues that arise (such as medical reasons meaning that it is not appropriate to proceed with a treatment plan on the basis initially agreed, or if you withdraw your consent to treatment);
- (ii) to make changes to the services as requested by you;
- (iii) if you unreasonably refuse to accept or follow advice given by any employee or agent of Bourn Hall Clinic, provided always that reasons for ending the contract are given;
- (iv) in the event that it shall become impossible, for reasons outside our control, or unlawful, to embark on, continue or complete an agreed course of treatment or to provide a service substantially the same as that agreed.

Your rights if we suspend or end the services. We will contact you in advance to tell you we need to stop or suspend the services, unless the problem is urgent or an emergency. It is your responsibility to ensure that we always have up to date contact details for you.

We may also suspend the services if you do not pay. If you do not pay us for services when payment is due, we will contact you to remind you a payment is due, and we may suspend supply of the services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the services. We will not suspend the services where you have queried an unpaid invoice until we have responded to your questions about it.

7. Our responsibility and liability to you

When we will provide the services. We will supply the services to you in accordance with good market practice, and with reasonable care, skill, professionalism and diligence, on the dates or over the time period which we agree with you. We are licensed by the HFEA and comply with the Human Fertilisation and Embryology Act 1990 and Code of Practice.

Material Information. In our communications with you, we will provide you with the material information you need to make your decisions, and where new decisions are needed at different times, we will provide all appropriate additional material information: if you have any questions, or feel you need any additional information or clarification, please ask. Examples of material information when you are first considering whether to proceed with a treatment plan include general information of the different treatments we offer, costs and success rates. Examples of material information following initial consultation(s) comprise tailored patient information such as diagnostic results, treatment options, costs and waiting times (if any) and factors which may affect success rates (e.g. age) and any risks associated with treatment add-ons.

Examples of material information at fertility treatment stage include any anticipated changes to costs or risks, and any time limits for completing treatment.

We are not responsible for delays outside our control. If our performance of the services is affected by an event outside of our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this, we will not be liable for delays caused by the event. However, if we tell you that there is a risk of substantial delay, you may contact us to end the contract (and a refund may be payable, see clause 4).

We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our failing to use reasonable care and skill or otherwise breaking this contract.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.

Liability for loss of, or damage to, your property. We advise you not to bring valuables with you when you attend our premises, and if you do choose to do so, it is at your own risk.

We are not liable for business losses. We will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Where patients attend Bourn Hall Clinic having begun treatment, or taken advice, elsewhere, Bourn Hall Clinic accepts no liability whatsoever for the consequences of the treatment or advice previously given and gives no warranty that such treatment or advice was properly given.

8. Complaints

Our complaints procedure can be found [here: www.bournhall.co.uk](http://www.bournhall.co.uk) and any complaints will be handled in accordance with this procedure. If you have any feedback or wish to make a complaint about the services we provide, please contact our Head of Quality Assurance by writing to:

The Quality Assurance Department, Bourn Hall Clinic, Bourn, Cambridge CB23 2TN. Alternatively, you can email qualityassurance@bourn-hall.com.

9. Duration

The Terms & Conditions shall apply for so long as you are undertaking any treatment which is recommended by, and delivered directly under the supervision of, the staff of Bourn Hall Clinic or while Bourn Hall Clinic is storing your eggs, embryos or sperm.

10. Jurisdiction

These terms are governed by English law and you can bring legal proceedings in respect of the services in the courts of England and Wales, which have exclusive jurisdiction of any disputes, claims, complaints or issues.

11. Privacy

Bourn Hall Limited is the data controller for your personal data processed as a result of you requesting and/or receiving advice, assistance and/or treatment from Bourn Hall Clinic. Personal data will be processed in accordance with the [privacy policy](#), published on our website. You must inform Bourn Hall Clinic if there are any updates to your personal data.