



## **First Glimpse Ultrasound NI Ltd Terms & Conditions**

### **PREGNANCY ULTRASOUND**

This contract is between First Glimpse Ultrasound NI Ltd and the Customer (you) and shall be governed by the following terms and conditions. Nothing in these conditions will affect your statutory rights.

#### **Service provided.**

First Glimpse Ultrasound NI Ltd will provide a non-diagnostic fetal ultrasound (“the scan”).

Our staff do not have your medical records or history and are therefore not in a position to medically advise you on any diagnostic results. Under no circumstances should the scan be seen as a substitute for a dating, anomaly or any other scan offered to you by your hospital or General Practitioner during the antenatal process.

At First Glimpse Ultrasound NI ltd we cannot offer appointments to anyone under the age of 18 years old.

#### **Scan report & pictorial souvenirs.**

First Glimpse Ultrasound NI Ltd will supply optional electronic files, USB and/or still paper prints of the Scan (according to scan /package type). You have licence to use the souvenir material on the basis that you will not use it for medical reference or any other purpose other than home use. First Glimpse Ultrasound NI Ltd will not maintain any record of the souvenir scan images. In the case of a 3D4D scan option, if, in our opinion, your baby’s position or well-being at the time of the (first) scan prevents the production of any pictorial souvenirs, various options will be discussed with you.

A single complimentary re-scan will be offered to complete the objectives of the scan. Re-scan appointment 15 mins duration. (Early Pregnancy scan – must be attending for the first scan at a minimum of 7 weeks of pregnancy or 2-3 weeks after a first positive test. If a referral to NHS is made at the first scan no complimentary re-scan will be offered/required.

(3D4D Bonding Scan – must be attending for the first scan ideally 26-28 weeks of pregnancy. Complimentary re-scan cannot be offered after 31 weeks of pregnancy).

Clients are advised regarding The First Glimpse Ultrasound NI Ltd Privacy Policy which is available on our website.

**Gender.**

First Glimpse Ultrasound NI Ltd have an extremely high gender accuracy. However, clients should be aware that identifying a baby's gender with ultrasound is not one hundred percent accurate. If you do not wish to find out the gender of your baby, we will not tell you. We will tell you to look away, if we think the gender may be seen on screen, however, clients should be aware that although we will make every effort to keep the gender a secret, we cannot control the baby and if he/she moves suddenly, their gender may be visible on screen. This is very unlikely to happen, and it is doubtful that you would be able to correctly interpret the images, but please be aware that there is a small possibility that you may accidentally see the gender.

**Price and payment terms.**

The price for the Scan will be the price stipulated in First Glimpse Ultrasound NI Ltd's published price list from time to time.

Reservations can be made by phone or by email. A non-refundable deposit of £25 is required on a credit/debit card at the time of booking to secure an appointment.

We accept cash payments.

Amendments to the appointment by the customer and transfer of the deposit can be made NO LATER than 48 hours before the scheduled appointment. The deposit is a non-refundable payment in the event of cancellation by the customer.

Deposit payments are non-transferrable to other scan types/packages.

First Glimpse Ultrasound NI Ltd will endeavour to reimburse if in the rare event, the scan is cancelled by First Glimpse Ultrasound NI Ltd, and a suitable alternative appointment cannot be offered to the client. The full balance of payment shall be made at the appointment before the scan is undertaken and First Glimpse Ultrasound NI Ltd is not bound to deliver a scan report or pictorial souvenir either in USB format or paper print until paid for by the customer.

We reserve the right to modify our prices at any time and without prior notice. Our acceptance of your order will take place on receipt of full payment.

**Miscellaneous.**

Bookings for the Scan are allotted a specific time slot. Whilst every effort is made to ensure the Scan is carried out at the allocated time, appointment times cannot be guaranteed.

First Glimpse Ultrasound NI Ltd accept no responsibility for any loss or damage to personal effects howsoever caused whilst customers are on the premises.

First Glimpse Ultrasound NI Ltd reserves the right to modify the service without notice from time to time. If by doing so the service is materially different, then you will have a right of cancellation.

First Glimpse Ultrasound NI Ltd will not be responsible or liable for any incidental or consequential loss or damage:

- a) Caused by any act or omission by First Glimpse Ultrasound NI Ltd or its employees, servants or agents

- b) Suffered by any person acting or failing to act as a result of the contents of any scan or any information supplied in connection with the scan. Nothing in this clause shall exclude or restrict any liability for death or personal injury arising from the negligence of First Glimpse Ultrasound NI Ltd.

First Glimpse Ultrasound NI Ltd will not be responsible for any breach of this contract caused by circumstances beyond its reasonable control.

This contract is governed by the laws of Northern Ireland and is the entire contract between you and First Glimpse Ultrasound NI Ltd.

Whilst First Glimpse Ultrasound NI Ltd respects client confidentiality, in the case of a safeguarding risk to a woman, child or unborn baby we will be duty-bound to share this information with other agencies.

We may suspend or cancel the services if you fail to tell us about any special requirements or provide us with the information required to carry out the services. We will refund your payment if we have not provided the services but may deduct reasonable costs we incur as a result.

To ensure that all clients' appointments run to schedule, anyone arriving more than 10 minutes late for their appointment may not be seen and may have to rebook another appointment. There may also be a charge as this will be classed as a missed appointment (at management's discretion).

First Glimpse Ultrasound NI Ltd accepts no responsibility for any loss or damage to personal effects caused whilst clients are attending the premises.

First Glimpse Ultrasound NI Ltd will not be responsible or liable for any incidental or consequential loss or damage:

a) Caused by any act or omission by First Glimpse Ultrasound NI Ltd or its employees or agents.

b) Suffered by any person acting or failing to act as a result of the contents of any scan or any information supplied in connection with the Scan. Nothing in this clause shall exclude or restrict any liability for death or personal injury arising from the negligence of First Glimpse Ultrasound NI Ltd.

c) We will use the personal information you provide to us to supply the services to you, process payment for the services and the purpose of identification. It will not be disclosed to any external sources without your express written consent. We will only give your personal information to third parties where we are required to do so by law. We will retain copies of your scan for at least 30 days to rectify any issues you may have following the scan.

d) Enforceability: If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these Conditions operates separately.

### **Complaints Procedure**

Our commitment to clients is that we will treat your complaint seriously providing a prompt and confidential response. How to make a complaint: Contact by phone or in writing, First Glimpse Ultrasound NI Ltd, 10 Willoughby Place, Enniskillen, BT74 7EX.

Email [firstglimpseni@gmail.com](mailto:firstglimpseni@gmail.com). Your complaint will be fully investigated, and a response issued within 10 working days, with the commitment to reaching a mutually satisfactory conclusion.

**We do kindly ask that no mobile phones are to be used in the clinical scan room. We do not allow any personal photography to be carried out in our clinic.**

## **PELVIC ULTRASOUND**

This contract is between First Glimpse Ultrasound NI Ltd and the Customer (you) and shall be governed by the following terms and conditions. Nothing in these conditions will affect your statutory rights.

### **Service provided.**

First Glimpse Ultrasound NI Ltd will provide non-diagnostic ultrasound (“the scan”).

At First Glimpse Ultrasound NI Ltd we cannot offer appointments to anyone under the age of 18 years old.

Our staff do not have your medical records or history and are therefore not in a position to medically advise you on any diagnostic results. You should always seek the advice of your Fertility Clinic, Consultant and / or General Practitioner with any questions you may have regarding the scan.

*The purpose of the Fertility scan is to assess the uterus and lining of the uterus, ovaries and pelvis before undergoing fertility treatment. This will be as either a transabdominal scan, a transvaginal scan or both for optimum image and assessment.*

*The purpose of the pelvic / Gynae scan is to assess the uterus and lining of the uterus, ovaries and pelvis to assess health. This will be as either a transabdominal scan, a transvaginal scan or both for optimum image and assessment.*

*The purpose of the Follicle Assessment scan is to assess ovarian function at durations of the ovulatory cycle. This will be as either a transabdominal scan, a transvaginal scan or both for optimum image and assessment.*

### **Scan report & pictorial souvenirs.**

First Glimpse Ultrasound NI Ltd will supply a report in paper print format including images and/or measurement results taken during the scan. First Glimpse Ultrasound NI Ltd recommends that you contact your Fertility Clinic, General Practitioner or Consultant to discuss the scan results.

Clients are advised regarding the First Glimpse Ultrasound NI Ltd Privacy Policy which is available on our website.

### **Price and payment terms.**

The price for the Scan will be the price stipulated in First Glimpse Ultrasound NI Ltd’s published price list from time to time.

Reservations can be made by phone or by email. A non-refundable deposit of £25 is required on a credit/debit card at the time of booking to secure an appointment.

We accept cash payments.

Amendments to the appointment by the customer and transfer of the deposit can be made NO LATER than 48 hours before the scheduled appointment. The deposit is a non-refundable payment in the event of cancellation by the customer.

Deposit payments are non-transferrable to other scan types/packages.

First Glimpse Ultrasound NI Ltd will endeavour to reimburse if in the rare event, the scan is cancelled by First Glimpse Ultrasound NI Ltd, and a suitable alternative appointment cannot be offered to the client. The full balance of payment shall be made at the appointment before the scan is undertaken and First Glimpse Ultrasound NI Ltd is not bound to deliver a scan report or pictorial souvenir either in USB format or paper print until paid for by the customer.

We reserve the right to modify our prices at any time and without prior notice. Our acceptance of your order will take place on receipt of full payment.

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First Glimpse Ultrasound NI Ltd accepts no responsibility for any loss or damage to personal effects howsoever caused whilst customers are on the premises.

First Glimpse Ultrasound NI Ltd reserves the right to modify the service without notice from time to time. If by doing so the service is materially different, then you will have a right of cancellation.

First Glimpse Ultrasound NI Ltd will not be responsible or liable for any incidental or consequential loss or damage:

- c) Caused by any act or omission by First Glimpse Ultrasound NI Ltd or its employees, servants or agents
- d) Suffered by any person acting or failing to act as a result of the contents of any scan or any information supplied in connection with the scan. Nothing in this clause shall exclude or restrict any liability for death or personal injury arising from the negligence of First Glimpse Ultrasound NI Ltd.

First Glimpse Ultrasound NI Ltd will not be responsible for any breach of this contract caused by circumstances beyond its reasonable control.

This contract is governed by the laws of Northern Ireland and is the entire contract between you and First Glimpse Ultrasound NI Ltd.

Whilst First Glimpse Ultrasound NI Ltd respects client confidentiality, in the case of a safeguarding risk to a woman, child or unborn baby we will be duty-bound to share this information with other agencies.

We may suspend or cancel the services if you fail to tell us about any special requirements or provide us with the information required to carry out the services. We will refund your payment if we have not provided the services but may deduct reasonable costs we incur as a result.

To ensure that all client's appointments run to schedule, anyone arriving more than 10 minutes late for their appointment may not be seen and may have to rebook another appointment. There may also be a charge as this will be classed as a missed appointment (at management's discretion).

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a) Caused by any act or omission by First Glimpse Ultrasound NI Ltd or its employees or agents.

b) Suffered by any person acting or failing to act as a result of the contents of any scan or any information supplied in connection with the Scan. Nothing in this clause shall exclude or restrict any liability for death or personal injury arising from the negligence of First Glimpse Ultrasound NI Ltd.

c) We will use the personal information you provide to us to supply the services to you, process payment for the services and for identification. It will not be disclosed to any external sources without your express written consent. We will only give your personal information to third parties where we are required to do so by law. We will retain copies of your scan for at least 30 days to rectify any issues you may have following the scan.

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Email [firstglimpseni@gmail.com](mailto:firstglimpseni@gmail.com). Your complaint will be fully investigated, and a response issued within 10 working days, with the commitment to reaching a mutually satisfactory conclusion.

**We do kindly ask that no mobile phones are to be used in the clinical scan room. We do not allow any personal photography to be carried out in our clinic.**