

Website Terms and Conditions

Kinnear Consulting Ltd

Last updated: 6 April 2026

1. Introduction

These Terms and Conditions govern your use of the website and services provided by Kinnear Consulting Ltd (“we”, “us”, “our”).

Kinnear Consulting Ltd provides private medical services delivered by Dr Steven Kinnear and associated clinicians.

By accessing this website or booking an appointment, you confirm that you accept these Terms and Conditions and agree to comply with them. If you do not agree, you must not use our Services.

Our Services are not an emergency service. For any condition that may be a medical emergency, you should call 999 or attend the nearest emergency department.

Examples of medical emergencies include, but are not limited to: loss of consciousness, severe chest pain, breathing difficulties, seizures, severe bleeding, acute confusion, severe allergic reactions, and serious burns or injuries.

2. Use of This Website

This website is intended to provide general information about our services and to facilitate appointment booking.

You agree to:

- Use the website only for lawful purposes
- Provide accurate and complete information when making enquiries or bookings
- Not misuse or interfere with the functionality or security of the website

We reserve the right to restrict access to the website if misuse is identified.

3. Exceptions to Use

You must not:

- Use the website in any way that may cause damage or impair availability
- Attempt unauthorised access to systems or data
- Use content for commercial purposes without permission

This website is not intended for use in medical emergencies.

If you require urgent medical attention, you should contact emergency services or attend your nearest emergency department.

4. Appointment Booking

Appointments may be booked online, by email, by web chat, or by telephone.

By booking an appointment, you confirm that:

- The information you provide is accurate and up to date
- You are booking for yourself or have authority to book for another person
- You understand the type and duration of appointment selected
- You confirm acceptance of all Terms, Conditions and Policies published on our website
- You confirm acceptance of the fee schedules published on the website

A contract is formed when we confirm your appointment booking.

We do not guarantee availability of a specific appointment time and consultations are limited to the time booked.

We reserve the right to amend or cancel appointments where clinically or operationally necessary.

Children under 18 may be required to attend with a parent or legal guardian.

5. Fees and Payment

Fees for consultations and services are clearly displayed on our website or provided at the time of booking.

- Payment is required in advance unless otherwise agreed
- Additional charges may apply for prescriptions, investigations, letters, referrals, or administrative work
- Fees are subject to periodic review

If you fail to make payment when due, we reserve the right to cancel appointments, withhold services or documentation, and charge interest on overdue amounts where appropriate.

All fees must be paid in full without deduction or set-off unless required by law.

6. Intellectual Property Rights

All content on this website, including text, branding, images, and design, is the property of Kinneer Consulting Ltd unless otherwise stated.

You may:

- View and print content for personal, non-commercial use

You may not:

- Reproduce, distribute, or use content for commercial purposes without written permission
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7. Confidentiality and Patient Records

We are committed to maintaining the confidentiality of your personal and medical information.

- Medical records are held securely in accordance with UK data protection legislation including the Data Protection Act 2018
- Information will only be shared with third parties where necessary for your care, with your consent, or where legally required
- In exceptional circumstances, information may be shared without consent where this is in your best interests, required by law or required for safeguarding

You have the right to request access to your records.

Further details are outlined in our Privacy Policy.

8. Medications Prescribed or Dispensed

Any medication prescribed is based on a clinical assessment.

- Prescriptions are issued at the discretion of the Doctor
- We may decline to prescribe where it is not clinically appropriate
- Prescriptions are for personal use only and must not be shared

- If a prescription is lost, a replacement may be issued at the Doctor's discretion and will incur an additional fee. We reserve the right to refuse to reissue a prescription where it is not appropriate to do so
- You must keep all medicines secure and must not allow others, particularly children, to access or use them

Private prescriptions must be dispensed at a pharmacy of your choice and will incur additional charges set by that pharmacy. We are not responsible for dispensing or medication costs.

You are responsible for following prescribing instructions, storing medication safely, and reporting any side effects.

Remote prescribing is subject to appropriate clinical safeguards. We may require identity verification, access to medical records, or face-to-face assessment before issuing certain prescriptions.

Certain medications, including controlled drugs and high-risk medicines, are subject to strict prescribing regulations. We may decline to prescribe these medications, particularly in remote consultations, where it is not safe, appropriate, or compliant with current clinical guidance.

We do not provide a prescription-only service. Prescriptions will only be issued following an appropriate consultation and where clinically indicated.

We may limit or decline repeat prescribing where adequate monitoring, follow-up, or access to relevant clinical information is not available.

High-risk medications

Certain high-risk medicines (including but not limited to controlled drugs, opioids, benzodiazepines, stimulant medications for ADHD, testosterone and other hormone therapies) require enhanced safeguards.

- We may require access to previous medical records, specialist reports, or shared care agreements before prescribing
- We may require baseline investigations and ongoing monitoring
- We may require face-to-face assessment prior to initiation or continuation
- We may decline to initiate or continue prescribing where safe prescribing standards cannot be met

We do not take over prescribing of specialist-initiated medications without appropriate documentation, clinical justification, and safe monitoring arrangements in place.

9. Further Investigations

Where clinically indicated, we may recommend further investigations such as blood tests, urine tests, swabs, smear tests, imaging (including X-ray, ultrasound, CT and MRI), or specialist assessments in order to formulate a diagnosis and treatment plan.

- All investigations arranged by us are provided on a private, self-pay basis
- Payment for blood tests, urine analysis, swabs and smear tests is required in advance and prior to specimen collection
- Imaging investigations (such as X-ray, ultrasound, CT and MRI) are performed by third-party providers and are payable directly to that provider

You are responsible for arranging and funding investigations.

Once an investigation has been performed, it is your responsibility to arrange appropriate follow-up with us to review the results. This will usually be via a booked consultation (face-to-face or remote), and all follow-up appointments are chargeable.

You are not obliged to proceed with recommended investigations. However, if you choose not to undertake investigations advised by the Doctor, this may limit our ability to diagnose or manage your condition. In such circumstances, you agree to hold us and the Doctor completely free of liability under every circumstance arising from the initial consultation.

If you are unable or do not wish to proceed with private investigations, you may seek advice from your NHS GP. You understand that your NHS GP is under no obligation to arrange or act upon investigations recommended by a private Doctor.

10. Further Treatment

You understand that a Doctor may refer you to a specialist for further assessment or treatment.

- Referrals are typically made on a private, fee-paying basis
- If you have private medical insurance, you are responsible for confirming whether consultation, investigation, or treatment costs are covered under your policy
- If you do not have private insurance, referrals will be on a self-pay basis
- You are solely responsible for arranging any appointments with a specialist and for all associated costs

You are not obliged to proceed with private referral or treatment. However, if a specialist referral is advised and you choose not to pursue further care, you agree to hold us and the Doctor completely free of liability under every circumstance relating to your initial consultation.

If you are unable or do not wish to proceed with private referral or treatment, you are advised to consult your NHS GP. You understand that your NHS GP is under no obligation to act upon, arrange, or follow any referral, investigation, or treatment recommended by a Doctor you have seen through our Services.

In some circumstances, the Doctor may recommend follow-up with us to monitor your condition, review results, or assess response to treatment. You are not obliged to book and attend follow-up appointments. However, if you choose not to book and attend recommended follow-up, you agree to hold us and the Doctor completely free of liability for any outcome arising from the initial consultation.

11. Cancellations, Late Arrival, and Missed Appointments

We require adequate notice for cancellations.

- Cancellations with less than 24 hours notice will be charged in full
- Missed appointments are charged at the full appointment fee

Late arrival

- If you arrive more than 10 minutes late, you will forfeit your appointment and the full consultation fee will be charged
- If you arrive less than 10 minutes late, the Doctor is not obliged to see you and the consultation fee may still be charged
- Where it is possible to accommodate a late arrival, this will be at the Doctor's discretion and at a time determined by the Doctor
- If this alternative is not acceptable to you, the consultation fee will not be refunded

If your appointment is cancelled due to late arrival, you agree to hold us and the Doctor completely free of liability under every circumstance for any outcome relating to your reason for booking the consultation.

Clinic delays

Due to the nature of medical practice, we do not guarantee that appointments will occur at the exact scheduled time.

- Delays of up to 30 minutes may occur
- If a delay exceeds 30 minutes, you may choose to wait or rebook with no refund
- If a delay exceeds 30 minutes and you choose not to wait or rebook, we will offer a full refund where no consultation has taken place

Cancellation by us

- A Doctor may cancel or rearrange an appointment by providing reasonable notice, typically at least 24 hours, via email, telephone, SMS, or other contact details provided by you
- Where an appointment is cancelled by us, we will make reasonable efforts to offer an alternative appointment. However, you agree that we and the Doctor shall not be liable for any loss, inconvenience, or outcome arising from such cancellation, including where this results in a delay in assessment, diagnosis, or treatment

Non-payment

- We reserve the right to cancel appointments or terminate services where payment is not made when due
- If payment remains outstanding after notification, we may cancel any future bookings or terminate the contract with immediate effect

12. Booking the Appropriate Appointment Type

It is your responsibility to select an appropriate appointment type and duration.

If you book an appointment that is insufficient for your clinical needs (for example, booking a 15-minute consultation when a longer assessment is required):

- The consultation may be limited to the time booked
- Additional issues may need to be addressed in a further appointment
- You may be asked to rebook a longer consultation
- Additional fees will apply if extended time is required and available

If the consultation cannot be fully completed due to insufficient time having been booked, you agree to hold us and the Doctor completely free of liability in all circumstances for any outcome arising from the consultation.

We encourage patients to contact us in advance if unsure which appointment type is most suitable.

13. Limitation of Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded or limited by law.

We provide our Services with reasonable care and skill in accordance with accepted medical standards. However, you acknowledge that:

- Medical outcomes cannot be guaranteed

- Diagnosis and treatment may depend on the accuracy and completeness of the information you provide
- Clinical decisions are based on the information available at the time of consultation

We are not liable for:

- Indirect, incidental, or consequential losses
- Losses that are not reasonably foreseeable
- Business losses or loss of earnings
- Outcomes arising from decisions made by you not to follow medical advice, undertake investigations, attend follow-up, or pursue recommended treatment

Our total liability to you shall not exceed the total fees paid by you for the relevant Services, to the extent permitted by law.

You are responsible for ensuring that all patient information provided to us is accurate, complete, and up to date. We and the Doctor accept no responsibility for any incorrect diagnosis, treatment, or medication prescribed as a result of inaccurate or incomplete information provided by you.

14. Events Outside Our Control

For the purposes of these Terms, an Event Outside Our Control means any event beyond our reasonable control, including but not limited to:

- Illness or absence of clinicians
- Strikes, lock-outs, or other industrial disputes (whether involving our workforce or that of any other party)
- Failure of utility services, IT systems, or telecommunications networks
- Failure or disruption of transport networks
- Epidemic or pandemic
- Acts of God
- War, riot, civil commotion, or malicious damage
- Compliance with any law, governmental order, rule, regulation, or direction
- Accident, breakdown of plant or machinery
- Fire, flood, storm, or other severe weather events
- Default or failure of suppliers, subcontractors, or third-party providers

We are not liable for any failure or delay in performing our obligations where this is due to an Event Outside Our Control.

We will make reasonable efforts to reschedule affected appointments.

15. Changes to These Terms

We may update these Terms and Conditions from time to time, including where regulations, services, or fees change.

The latest version will always be available on our website. Continued use of our services constitutes acceptance of any updates.

Please look at the top of this page to see when these Conditions were last updated and which Conditions were changed. Every time you book an Appointment through us, the Conditions in force at the time of booking will apply to the contract between us.

16. Governing Law

These Terms and Conditions are governed by the laws of Northern Ireland.

17. Contact Details

Kinnear Consulting Ltd
Dundonald Consulting Rooms
1 St John's Wood Park
Dundonald
BT16 1RH

18. Patient Responsibilities

To enable us to provide safe and effective care, you agree to:

- Provide accurate, complete, and up-to-date medical information
- Follow medical advice, treatment plans, and prescribed medication instructions
- Inform us promptly of any changes in your condition
- Report any adverse effects from treatment
- Arrange and attend appropriate follow-up where advised

Failure to do so may affect the care we are able to provide and may limit our responsibility for outcomes arising from your care.

19. Conduct and Acceptable Behaviour

We do not tolerate abusive, aggressive, or inappropriate behaviour towards staff or clinicians. We reserve the right to refuse or withdraw services in such circumstances.

20. Complaints and Feedback

If you have feedback or wish to make a complaint, you may contact us via the details above.

We aim to acknowledge complaints promptly and investigate them fairly and thoroughly. We will respond within a reasonable timeframe and keep you informed throughout the process.

If a complaint cannot be resolved directly, alternative dispute resolution options may be available.

21. Other Limits on Our Services

- Different Doctors may hold differing clinical opinions on the same condition or symptoms. Provided such opinions are reasonably held, this does not indicate that our Services are defective.
- We do not tolerate abusive, aggressive, or offensive behaviour towards clinicians or staff and reserve the right to refuse or withdraw Services in such circumstances.
- Our Services are delivered in English and are not routinely provided in other languages.
- Laboratory tests are performed by independent third-party laboratories which are separate entities. To the extent permitted by law, we are not liable for the acts or omissions of such third parties.
- Imaging services (including X-ray, ultrasound, CT and MRI) are provided by independent third-party providers. To the extent permitted by law, we are not liable for the acts or omissions of such providers, including reporting, performance, or availability of imaging services.
- We may require certain personal or medical information in order to provide Services. If you do not provide requested information, we may be unable to provide Services.
- We may suspend or terminate access to Services where you breach these Terms and Conditions.

These provisions operate in conjunction with the Limitation of Liability section and clarify the scope and boundaries of our Services.

22. General

Each section of these Terms operates independently. If any part is found to be unenforceable, the remaining sections will remain in effect.

These Terms are between you and Kinnear Consulting Ltd. No third party has rights under these Terms.
