



## **Booking Policy**

### **General**

- Rooms are available only to licensed Medical Practitioners and Therapists who wish to utilise medical consulting facilities in Lathom House Consulting Rooms, Burscough. Rooms vary in size and style and are priced accordingly, these can be block booked should you wish to utilise the same room each time you visit.
- A wide range of established medical practitioners work with us, including: Surgeons, Physicians, General Practitioners, Psychiatrists, Psychologists, Allied Healthcare Professionals including Nurses & Physiotherapists and Osteopaths as well as Complementary Therapists.

### **Accreditation**

- Lathom House Consulting Rooms follow a stringent and robust admission and licencing process and is thorough and challenging of those it accepts as Licensees. We screen each applicant to ensure that they precisely meet accreditation criteria, are members of an accredited professional body, carry appropriate professional insurance and their practice fits with the ethos and vision of Lathom House. This is important in maintaining our reputation as a Centre of Excellence.

### **CQC**

- Although our facilities do not require independent CQC registration, clinics and individuals who work in the building, are expected to abide by the signed General Conditions which accompany their licence and maintain standards in keeping with CQC guidelines.

We accept accreditation and current registration with the following professional bodies:

- BACP
- BABCP
- British Association for Counselling
- British Society of Clinical Hypnosis
- Complementary Natural Healthcare Council

- General Medical Council
- Health Professionals Council
- The Association of Traditional Chinese Medicine and Acupuncture UK
- The British Acupuncture Council
- The British Osteopathic Association
- The British Psychology Society
- The Complementary Medical Association
- The General Chiropractic Council
- The Nursing and Midwifery Council
- UKCP

### Room Rental

- Consulting rooms can be hired by:
  - The Hour,
  - The Session (4 Hourly – either 8am-12, 12-4pm or 4-8pm)
  - The Day (8 Hourly – either 8am – 4pm or 12 – 8pm)
- All room rental to be booked using our online portal following successful registration.
- Discounted rates applicable to Platinum members as per currently displayed rates.
- Payment to be made at time of booking using our online payment system.
- Longer term rentals by negotiation, please telephone 0151 318 5454 to discuss further.
- During current Covid19 conditions, we respectfully request that you vacate the consulting room 5 minutes prior to the end of your period to allow additional interim cleaning to be carried out.
- Please leave the room in the good order/condition that you found it in.
- Please report immediately any visible damage or other issue that may have occurred prior to your visit, to reception or telephone 0151 318 5454 or email [info@lathomhouseconsultingrooms.co.uk](mailto:info@lathomhouseconsultingrooms.co.uk)
- Cancellation conditions:
  - 1 months notice or greater = 100% refund
  - 2 weeks notice = 50% refund
  - 1 weeks notice = 25% refund
  - < 1 week = 0% refund
- You will be issued with one secure entry key card at registration, lost/stolen cards to be reported immediately to Lathom House Consulting Rooms so that it can be blocked.
- Lost cards charged at £5 (Platinum member receives one free replacement card per calendar year).
- Stolen cards replaced F.O.C. (crime number required).
- Key code for patient entry to reception area to be disclosed at time of registration, the responsibility for informing patient lies with the medical professional renting the room.
- Key code for patient entry to be changed periodically to retain security integrity.