

BLOOM HEALTH HOSPITALS LTD

BLOOM HEALTH MEMBERSHIP AGREEMENT

(Consultation-Only Subscription Scheme)

This Membership Agreement ("Agreement") sets out the terms under which **Bloom Health Hospitals Ltd** (Company No. 15494321), registered at 3 Barrett Court, 70 Cardiff Road, Reading, RG1 8ED ("Bloom", "we", "us", "our") provides the Bloom Health Membership to you ("Member", "you", "your").

By enrolling in Bloom Health Membership, you agree to these terms.

1. Nature of the Membership

1.1 **Bloom Health Membership** is a subscription-based access scheme providing members with **walk-in GP / Doctor consultations** at **Bloom Health Hospitals Ltd**.

1.2 This Membership is not insurance, does not provide financial indemnity, and does not replace **NHS services**.

1.3 Membership provides access to consultations only. All investigations, treatments and other services are charged separately.

2. Membership Fees

2.1 Monthly Fees:

- **Adult (18+): £40 per month**
- **Child (under 18): £35 per month**

2.2 Fees are payable monthly in advance via Direct Debit or other approved method.

2.3 **Annual Option:** Members may elect to pay annually in advance and receive a 10% discount.

2.4 Bloom may review fees periodically. **At least 30 days'** written notice will be provided before any fee increase takes effect.

3. Membership Benefits

3.1 Members are entitled to:

- **Unlimited walk-in GP / Doctor consultations.**

- **10% discount** on Bloom-provided diagnostics, investigations and treatments.
- **10% discount** on in-house prescription dispensing fees (*excluding medication costs*).
- Inclusion in **any temporary offers being offered by Bloom Health Hospitals Ltd**, for the duration of the temporary offer, in the case where benefits of the temporary offer outstrip those of the standard Healthcare Membership.
- **Private prescriptions** were clinically appropriate.
- **Sharing of consultation notes** with NHS GP upon consent.

3.2 All clinical decisions remain at the discretion of the treating clinician.

4. Scope and Limitations

4.1 Membership covers consultations only.

4.2 The following services incur additional charges:

- **Blood tests**
- **Imaging**
- **Minor procedures**
- **Specialist referrals**
- **Prescription medication costs**
- **Medical reports**

4.3 Charges will be confirmed before proceeding wherever reasonably possible.

5. Emergencies and Exclusions

5.1 Membership does not cover medical emergencies.

5.2 In cases of:

- **Severe chest pain**
- **Stroke symptoms**
- **Severe bleeding**
- **Major trauma**
- **Anaphylaxis**
- **Severe mental health crisis**
- **Or any life-threatening condition**

You must call 999, 111, or attend your nearest Emergency Department.

5.3 Bloom reserves the right to redirect emergency cases appropriately.

6. Fair Usage

6.1 Membership is intended for reasonable consultation access.

6.2 While consultations are not capped, Bloom may review usage patterns that are:

- **Clinically inappropriate,**
- **Excessively frequent** without medical justification,
- **Disruptive to service capacity.**

6.3 Where concerns arise, Bloom will:

- **Conduct a clinical review,**
- **Discuss appropriate care pathways,**
- **Agree a structured care plan if required.**

6.4 **Termination** under this clause will occur only where **persistent misuse continues after reasonable attempts to resolve the matter.**

6.5 Fair usage will never be applied where attendance is clinically justified.

7. Term and Cancellation

7.1 **Membership is a 12-month agreement.**

7.2 Cooling-Off Period (14 Days)

You have a legal right to cancel within 14 days of signing up.

If you cancel within this 14-day period:

- **If no consultations have been used**, you will receive a full refund of any payments made.
- **If one or more consultations have been used** during the cooling-off period, you agree to **pay £95 per consultation** used.

Bloom may deduct the applicable consultation charges from any refund due.

If consultation usage exceeds payments already made, the balance will be payable.

By attending a consultation during the 14-day cooling-off period, you expressly request that Bloom begin providing services immediately and acknowledge that you will be charged for any consultations used if you later cancel within that period.

7.3 **Cancellation After 14 Days**

- After the cooling-off period, you may cancel at any time by giving 1 month's written notice.
- Fees remain payable during the notice period.

7.4 **Bloom's Right to Terminate**

Bloom may suspend or terminate membership where:

- **Fees remain unpaid,**

- There is abusive or threatening behaviour,
- There is persistent misuse of services,
- A breakdown in clinical relationship occurs,
- Regulatory or safeguarding concerns arise.

8. Behaviour Standards

8.1 **Bloom operates a zero-tolerance policy** toward abusive or inappropriate behaviour.

8.2 Membership may be terminated for breach of conduct standards.

9. Clinical Governance

9.1 Services are delivered in accordance with:

- **CQC Fundamental Standards**
- **GMC guidance**
- **Applicable professional standards**

9.2 Membership does not guarantee **prescriptions, referrals, diagnoses or specific outcomes**.

10. Data Protection

10.1 Bloom processes personal data in accordance with **UK GDPR and the Data Protection Act 2018**.

10.2 Data may be used for **clinical care, administration, billing and regulatory compliance**.

10.3 Consultation notes may be **shared with NHS GP upon consent**.

11. Service Changes

11.1 Bloom may **amend services** where required due to regulatory, clinical or operational changes.

11.2 **Members will be notified** of material changes.

12. Liability

12.1 Nothing limits **liability for death or personal injury** caused by negligence.

12.2 Bloom is not liable for **delays beyond its reasonable control**.

13. Complaints

13.1 Complaints may be submitted via:

[Insert email / portal]

13.2 **Bloom operates a formal complaints process** in line with CQC requirements.

14. Governing Law

This Agreement is **governed by the laws of England and Wales**.

Acceptance

By enrolling, you confirm that:

- You understand this is a **subscription access scheme, not insurance**.
- You understand **emergency care is excluded**.
- You **agree to payment under these terms**.