

Cancellation Policy and Disclaimer for Covid-19 Testing

This cancellation policy applies to all Covid-19 testing options including RT-PCR tests, rapid antigen tests and Covid antibody tests.

Full payment is always taken up front at the time of booking online.

Cancellation requests must be made in writing to care@one5.health highlighting the name on the booking and the time/date of the booking.

Should a cancellation email request be received with more than 48 hours from your booking date and time we will issue a full refund minus a cancellation fee of £40.. Should a cancellation email request be received with less than 48 hours to your booked appointment there will be no refund issued. If an appointment is booked within 48 hours of the appointment time and date the normal cancellation rules still apply and the appointment is non-refundable at this point.

If you Do Not Attend (DNA) you will be charged the full price of the appointment as a DNA fee and the appointment will not be able to be rescheduled.

Amendments to your booking can be made at any time prior to the booked appointment at no additional cost.

If you make an amendment and then subsequently cancel the amended booking, your cancellation fee will be calculated in accordance with the time/date at which the amendment was first made for the initial appointment, not the time/date of the cancellation of your amended appointment.

Covid-19 RT-PCR Test Disclaimer

One5 Health cannot take any responsibility for any travel disruption including failure to be permitted to board an aircraft, missed flights, any failed immigration processes or being sent home from your travel destination for insufficient documentation. It is 100% your responsibility as individuals and families travelling to ensure you have checked carefully and diligently the covid rules and regulations for immigration for the country to which you are travelling including timing of covid testing in relation to flight departures/arrivals, necessary medical documents required, necessary wording on any medical documents required and to check all documents we present you with to ensure they are satisfactory with your needs.

One5 Health is an independent medical provided and has no direct partnership with any country's foreign embassy in the UK or abroad. We cannot guarantee that the turnaround times the test results will be met as these are not within our direct control and dictated by laboratories we rely upon. There will be no refunds issued for positive results or results that were not delivered in time by our partner laboratories.

While the laboratories we work with are some of the UK's best and largest they have recently been overwhelmed with similar requests and hence we can take no responsibility for any failure on their part to process or release results within the timeframe stated. Of course, we will do all that is within our control to ensure the process runs exactly as stated above. We are proud to say that we have not had any cases to date where we and our laboratories have not delivered on the required time frames for results, individuals have not been permitted to board an aircraft or have failed any immigration process.

Covid-19 Home Testing Disclaimer

By booking an at home Covid test, you agree that the test will be undertaken by the correct named patient and not any other individual. The test will be done exactly as per the clear Covid home testing instructions provided. One5 Health will not be held liable for any insufficient or inadequate results as a result of poor sampling technique. One5 Health will not be held liable for any shortcomings, delays or failures by couriers/mail services. One5 Health works with external providers for distribution of samples and in the unlikely event that any samples were to be lost or appear to have gone missing we will work closely with you rectify this but will not be held responsible on behalf of external delivery or courier services.