



IRON INFUSIONS UK

Terms and Conditions

Humber Medical Limited trading as Iron Infusions UK

Last updated 25 October 2026 | Version 1.0

These terms cover our website, bookings and private clinical services. Please read them with our Privacy Policy and Refund Policy. Your written quote and confirmation identify the agreed service, price and arrangements. Nothing in these terms limits your statutory rights.

Who we are and how to contact us

Your service contract is with Humber Medical Limited, trading as Iron Infusions UK, a company registered in England and Wales under number 16842366. Our registered office is 71-75 Shelton Street, Covent Garden, London WC2H 9JQ. Care is delivered from Humber Therapy Centre, 132a Queens Road East, Beeston, Nottingham NG9 2FD, with remote consultations where clinically appropriate.

For bookings, contractual questions or concerns, email info@humbermedical.co.uk. Routine contact hours are Monday to Friday, 9am to 5pm. Correspondence about care may be sent to the clinic address above.

Dr David John Cavanagh is our Clinical Lead and CQC Registered Manager. Iron Infusions UK is registered with the Care Quality Commission for treatment of disease, disorder or injury. The current public service record is <https://www.cqc.org.uk/location/1-29425188124>.

Our services and their limits

We provide private clinical assessment and appropriate IV-iron treatment for adults aged 18 or over within our approved scope. Infusion suitability requires laboratory-confirmed iron deficiency and clinical assessment. We do not provide children's treatment, inpatient or overnight care, home visits or a 24-hour emergency service.

Booking, payment or a blood result does not guarantee treatment or a prescription. The clinician may recommend oral iron, tests, examination, specialist advice, referral or no treatment. Pregnancy, possible pregnancy and complex presentations are outside the routine pathway unless a separately approved pathway and appropriate arrangements apply.

We do not replace your usual GP registration, provide open-ended general practice or guarantee repeat prescribing. We explain each episode's scope, follow-up and referral arrangements.

Website information and enquiries

Website information and enquiry tools cannot diagnose you, confirm treatment eligibility, authorise prescribing or replace clinical assessment. Administrative staff coordinate bookings and refer clinical questions to the clinician. We take reasonable care over website information and correct material errors.

You may retain content for personal use. Please do not misuse the site, attempt unauthorised access or reproduce substantial content commercially without permission. Other organisations control linked websites; we remain responsible for the services we contract to provide.

Booking and when an agreement is made

Before you commit, we provide the service description, price or calculation method, payment timing, cancellation information and material conditions, with an opportunity to correct booking details. We confirm bookings in writing by email or another format you can save.

Your agreement is formed when you accept our written offer and we confirm acceptance. Payment taken for a booking we cannot accept is returned. A consultation is separate from any later infusion agreement; assessment precedes infusion confirmation.

The terms agreed at booking apply to that agreement. Later website changes do not alter your existing price or rights. Additional services or material changes require your agreement.

Clinical assessment and consent

An initial clinician-led anaemia consultation is mandatory for IV iron. It considers results, history, medicines, allergies, risks, underlying causes and alternatives. The clinician decides whether remote assessment is sufficient or examination, more information or another setting is needed.

We explain benefits, material risks, alternatives, uncertainties and follow-up. You may ask questions, decline treatment or withdraw consent. Accepting terms or paying is not clinical consent. We consider capacity and any lawful representative under the applicable law.

If Ferinject is prescribed, dose and number of administrations are individualised. An infusion must not exceed the lower of 20 mg iron per kg of actual body weight and 1,000 mg iron; no more than 1,000 mg is given in any rolling seven-day period. Where a 1,500 mg total course is clinically appropriate, it consists of two separately prescribed administrations at least 168 hours apart. We do not offer a same-day 1,500 mg infusion.

Treatment requires a valid prescription, consent, safety checks, competent staff and appropriate emergency arrangements. We monitor you during treatment and for at least 30 minutes afterwards, or longer if needed. Unsafe treatment is stopped or deferred. Improvement cannot be guaranteed; our duty to use reasonable care and skill remains.

What we ask of you

- Give accurate identity, contact and relevant health information, including results, medicines, allergies, previous reactions and possible pregnancy.
- Report changes in your health and symptoms during or after treatment.
- Attend on time, allow for observation, and follow agreed preparation and aftercare advice.
- Tell us about adjustment needs. For remote care, use a private setting and adequate connection where possible.
- Treat others respectfully. We address unsafe behaviour proportionately, considering disability, distress, communication needs and clinical safety.

Missing information, lateness or connection problems may require a shorter, rearranged or in-person appointment. We discuss care and fees fairly; payment is not automatically forfeited.

Prices quotes and payment

Published prices describe the stated pathway or service and are subject to an individual written quote where assessment determines what is needed. Before treatment, the quote states the total payable price, applicable taxes or charges, and what is included or excluded, including consultation, tests, medicine, administration, monitoring, follow-up and any second visit. Discounts have clear eligibility conditions.

You pay by the method and deadline shown in your confirmation or quote. We do not add an extra service or increase an agreed price without explaining the change and obtaining your agreement. A change in clinical need may require a revised plan and quote, which you may decline.

External tests, specialist care, NHS or private prescriptions and third-party services are included only if the quote expressly says so. We explain known external charges and obtain your agreement before arranging chargeable work on your behalf. A referral does not guarantee another provider will accept it or that your insurer will fund care. We provide an itemised invoice or receipt.

Cancellation and the cooling off period

For services booked online or by telephone, you may cancel during the 14 days beginning the day after the contract is made. You do not need to give a reason. Tell us clearly by email, telephone or post using the contact details above; the optional model notice in our Refund Policy is available but is not compulsory. Sending a clear cancellation within the period is sufficient; our acknowledgement is not a condition of a valid cancellation.

If you want a consultation or treatment service to start within those 14 days, we ask for your separate express request before it begins. If you then cancel before it is fully performed, you may have to pay a reasonable proportion of the agreed service price for work actually supplied, but only where the required information and request have been obtained. If they have not, we do not charge you for work for which the law prevents a charge.

The right to cancel a fully performed service during that period is lost only if you expressly requested early performance and acknowledged in advance that you would lose that right once the service was fully performed. Booking an early appointment or accepting these terms alone is not that acknowledgement. Completion of a consultation does not by itself remove cancellation rights for a separate infusion or an unfinished course.

If required cancellation information is not provided, the statutory period may be extended. An in-person booking at our clinic does not ordinarily carry the same automatic statutory cooling-off right, but our stated Refund Policy and all other legal rights continue to apply.

Other cancellations and missed appointments

Please let us know as soon as possible if you need to cancel or rearrange. Any notice period or late-cancellation or missed-appointment charge must be clearly disclosed before you book and included in your agreed confirmation. If no such charge was agreed, we do not introduce one afterwards.

Any applicable charge must be fair and proportionate to a genuine net loss, taking account of costs saved, reasonable steps to fill the appointment and any replacement booking. It must not be a penalty or duplicate another recovery. Such a charge does not override a statutory cancellation right. We consider illness, emergencies and adjustment-related circumstances individually.

If we cancel, cannot provide a service or decide treatment is unsuitable, we explain the next step and offer an appropriate alternative where possible. You may decline a replacement appointment and receive a refund for services not supplied. A completed assessment properly provided remains a separate service. Our Refund Policy explains partial courses, stopped infusions and the timing of refunds.

Aftercare referrals and urgent help

We give you an agreed plan, aftercare advice, relevant warning signs, contact routes and responsibility for tests or follow-up. We share a clinical summary with your usual GP or another relevant professional with your agreement or another lawful basis. Sending a referral alone does not transfer responsibility; we remain responsible for the care and agreed follow-up we provide until an appropriate transfer is accepted.

Routine enquiries are handled during our published contact hours and are not continuously monitored. For urgent medical advice outside these hours, contact NHS 111 or your usual GP out-of-hours service. For severe chest pain, severe breathlessness, collapse, signs of significant bleeding or a serious allergic reaction, call 999 or attend an emergency department. Do not wait for an email or routine callback.

Privacy complaints and your legal rights

We handle personal information under our Privacy Policy. Contact Dr David Cavanagh if you have a concern or complaint. We acknowledge a formal complaint within three working days and aim for a full response within 20 working days, explaining any delay and keeping you updated. A complaint will not affect your care.

We provide a local investigation and an independent review route. Dr David Cavanagh has an ISCAS intermediary-support arrangement; ISCAS decides eligibility and whether external adjudication is available. It is not automatically guaranteed. Details are at <https://iscas.cedr.com/patients/complaints-process/>. You may also give feedback to CQC, which does not resolve individual complaints or decide refunds.

We provide services with reasonable care and skill and honour binding information about them. Where your legal rights have been breached, remedies may include repeat performance where appropriate, a price reduction, a refund or other relief available by law. An outcome you hoped for is not guaranteed, but that does not excuse inadequate care.

We do not exclude or limit liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or anything that cannot lawfully be excluded or limited. Nothing in these terms removes your consumer rights, confidentiality rights or right to seek redress. Where we breach the contract, we are responsible for loss or damage for which the law makes us liable.

Changes events outside our control and applicable law

If staff availability, a premises issue, system failure or another event prevents safe delivery, we notify you as soon as reasonably possible, explain alternatives and act to reduce the impact. An event outside our control does not give us a right to retain payment for care we do not supply. If a significant delay or change is unsuitable, you may cancel the unprovided service and receive the appropriate refund.

We may update these terms for future bookings. If a provision cannot lawfully be enforced, the remaining terms continue so far as the law allows. These terms are governed by the law of England and Wales. Courts in England and Wales may hear disputes; if you live elsewhere in the UK, you may also bring proceedings in the courts of your home jurisdiction where consumer law permits. These terms do not remove mandatory protections available where you live.