

tomorrow...

Heart Echo Scan

Terms & Conditions

Product Schedule

Heart Echo Scan - £699
Fee: £699, payable in full at the time of booking Services included: Echocardiogram, resting ECG, specialist doctor-led consultation, written electronic personalised report Appointment location: Unit 7a, 29 Regent Street, Knutsford, Cheshire, WA16 6GR

1. Terms

1.1 This Agreement sets out the terms on which Tomorrow Cardiovascular Limited (the 'Company') provides the Services to the Customer.

1.2 The Customer should read these terms carefully before confirming their acceptance and deciding to proceed with the purchase of the Services. These terms set out who the Company is, how it will provide the Services, how it may change or end the Agreement, what to do if there is a problem, and other important information. If the Customer believes there is a mistake in these terms, they should contact the Company to discuss their concerns.

1.3 These terms apply to the Heart Echo Scan only. Separate terms apply to Health Check products and 24-month membership plans.

2. The Company

2.1 The Company is Tomorrow Cardiovascular Limited, registered in England and Wales with company number 03773485. The Company's registered address is Unit 7a, 29 Regent Street, Knutsford, Cheshire, WA16 6GR.

2.2 The Customer may contact the Company by telephoning the customer service team on the number shown on the Company's website, or by writing to the address in clause 2.1.

2.3 Where the Company needs to contact the Customer, it will do so by telephone or in writing (including email) using the contact details provided by the Customer at the time of booking.

3. Definitions and Interpretation

3.1 In this Agreement:

'Agreement Date' means the date on which the Customer pays the Fee, which is the date this Agreement is entered into.

'Customer' means the individual purchasing the Services.

'Fee' means the fee payable for the Heart Echo Scan as set out in the Product Schedule above.

'Services' means the Heart Echo Scan and associated services described in the Product Schedule above.

3.2 References to the singular include the plural and vice versa. References to one gender include all genders.

3.3 Any use of the words 'writing' or 'written' in these terms includes emails.

4. Fees and Payment

4.1 The total Fee payable is £699 as set out in the Product Schedule above.

4.2 The Fee is payable in full at the time of booking. The booking will not be confirmed until payment has been received.

4.3 Where the Customer is transferring from another product, the total Fee will be adjusted to reflect any amounts already paid, but the total sum owed will be no less than the Fee set out in the Product Schedule.

4.4 Any discount applied is at the sole discretion of the Company and will adjust the total Fee accordingly.

4.5 If the VAT treatment applicable to the Services changes before the Services are provided, the Company will adjust the Fee to reflect those changes, unless the Customer has already paid in full before the change takes effect.

5. Your Right to Cancel (Cooling-Off Period)

Important: You have the right to cancel this Agreement within 14 days of booking without giving any reason and receive a full refund. Please see clause 5 for further detail.

5.1 The Customer has the right to cancel this Agreement within 14 days of the Agreement Date without giving any reason (the 'Cooling-Off Period'). This right is provided under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

5.2 Subject to clause 5.1, the Customer may cancel this Agreement within 14 days of the Agreement Date (the 'Cooling-Off Period') without giving any reason, by notifying the Company in writing using the contact details on the Company's website.

5.3 If the Customer's appointment takes place during the Cooling-Off Period and the Customer subsequently cancels, a proportionate charge will apply for any Services already delivered up to the point of cancellation.

5.4 Subject to clause 5.3, the Company will refund the Fee within 14 days of receiving a valid cancellation notice, using the same payment method as the original transaction.

5.5 The provisions of this clause 5 do not affect the Customer's other statutory rights.

6. Services

6.1 In consideration for payment of the Fee, the Company will provide the following services: echocardiogram, resting ECG, specialist doctor-led consultation, and written electronic personalised report.

6.2 The Company will use reasonable endeavours to reply to the Customer's emails within 7 working days. Where more time is required — particularly for complex queries — the

Company will inform the Customer of the delay, the reasons for it, and the expected response date.

6.3 If the Company considers that the Customer should be referred to another professional adviser, it may recommend one. Any fees charged by such an adviser are the Customer's responsibility. The Company does not warrant or represent the quality of any third-party services.

6.4 Any report produced by the Company will be provided to the Customer at the address and/or email provided. If the Customer wishes the Company to send reports to any third party (including the Customer's GP), the Customer must sign a form of authority provided by the Company. The Company reserves the right to refuse to send reports to anyone other than the Customer.

7. Changes to the Services or These Terms

7.1 The Company reserves the right to modify the Services:

- (i) to reflect changes in relevant laws and regulatory requirements; and
- (ii) to implement minor technical adjustments and improvements.

7.2 The Company may make other changes to the Services but will provide the Customer with at least 60 days' prior written notice. Any modified Services will be equivalent in quality and monetary value to those they replace.

7.3 If the Company notifies the Customer of a proposed change under clause 7.2, the Customer may terminate this Agreement by giving 30 days' notice (by telephone or in writing) and will receive a full refund of any fees paid in advance for Services not yet provided.

8. Cancellation or Change of Appointment

8.1 Cancellation or rescheduling of an appointment must be notified to the Company with a minimum of 48 hours' notice, using the contact details on the Company's website.

8.2 If an appointment is cancelled or rescheduled within 48 hours of the scheduled time, or if the Customer does not attend for any reason, the appointment will be lost and cannot be rearranged. A cancellation fee of £100 will be charged. This amount represents a genuine pre-estimate of the costs incurred by the Company — including sessional clinical staff costs — as a result of the missed appointment slot.

8.3 Where the Customer cancels within the Cooling-Off Period under clause 5 and the appointment has not yet taken place, the cancellation fee in clause 8.2 will not apply and the Customer will receive a full refund of the Fee.

8.4 Where the Customer's appointment falls within the Cooling-Off Period and the Customer cancels within 48 hours of the appointment time, the Company will apply a proportionate charge for costs already committed — including any sessional clinical staff costs that cannot be recovered — in place of the standard cancellation fee. This charge will not exceed the Fee paid.

9. Delays

9.1 The Company is not responsible for delays outside its control. If the Company's performance of the Services is affected by such an event, it will contact the Customer as soon as possible and take steps to minimise the impact of the delay.

9.2 If there is a risk of substantial delay, the Customer may terminate this Agreement and receive a full refund for any Services paid for but not yet received.

9.3 If the Customer fails to provide information or authorisations required by the Company, or fails to attend the appointment, the Company will not be responsible for any resulting delay or failure to deliver the Services. In these circumstances, the Company reserves the right to charge additional reasonable costs to cover any extra work required.

9.4 The Company may suspend the Services:

- (i) to reflect changes in relevant laws and regulatory requirements;
- (ii) to make changes to the Services as notified to the Customer; or
- (iii) in the event of non-payment of the Fee.

9.5 The Company will notify the Customer in advance of any suspension. If the Services are suspended for the reasons at clause 9.4(i) or (ii) for more than 90 days, the Company will adjust the Fee so that the Customer does not pay for Services while suspended, and the Customer may terminate this Agreement and receive a refund of any amounts paid in advance for Services not yet provided.

9.6 If the Company suspends the Services due to non-payment of the Fee, it will notify the Customer that payment within 30 days will prevent the suspension. The Company will not suspend Services where the Customer disputes the unpaid Fee in good faith. The Company also reserves the right to charge interest on overdue amounts.

10. Termination

10.1 The Customer may cancel this Agreement before the Services have been provided by contacting the Company. Any refund will be subject to the Cooling-Off Period provisions in clause 5 and the cancellation provisions in clause 8.

10.2 The Customer may also terminate this Agreement immediately for any of the following reasons and will receive a full refund for any Services not yet provided:

- (i) the Company has notified the Customer of a change to the Services that the Customer does not agree to;
- (ii) the Company has informed the Customer of a pricing or description error and the Customer does not wish to proceed;
- (iii) there is a risk of significant delay due to events outside the Company's reasonable control;
- (iv) the Company suspends the Services for technical reasons for more than 90 days; or
- (v) the Company has committed a fundamental breach of these terms, has been negligent in performing the Services, or is in breach of its statutory duty.

10.3 The Company may terminate this Agreement if:

- (i) the Customer fails to pay the Fee and the amount remains unpaid for more than 30 days after the Company has issued a reminder;
- (ii) the Customer fails to provide information necessary for the Company to provide the Services within a reasonable time; or
- (iii) the Customer fails to attend the appointment without giving adequate notice.

11. Limitation of Liability

11.1 The Customer acknowledges and accepts that:

- (i) the nature of the Services provided is not without risk; and
- (ii) although the Company will explain the risks associated with the Services and the procedures involved, the Customer is responsible for understanding those risks before consenting to the activities they will be required to undertake.

11.2 If the Company fails to comply with these terms, it will be responsible to the Customer for foreseeable loss and damage caused by the Company breaking this Agreement or failing to provide the Services with reasonable care and skill.

11.3 The Company is not responsible for loss or damage that is not foreseeable. Loss or damage is foreseeable if it is obvious that it will happen, or if both parties knew it might happen at the time this Agreement was entered into.

11.4 Nothing in these terms limits or excludes the Company's liability for: death or personal injury caused by negligence; fraud or fraudulent misrepresentation; or breach of the Customer's statutory rights in relation to the Services.

11.5 The Services are provided for personal and private use only. If the Customer uses the Services for any commercial, business or resale purpose, the Company will have no liability for any loss of profit, loss of business, business interruption or loss of business opportunity.

12. Conduct

Customer

12.1 The Customer must follow any advice provided by the Company's clinical representatives and comply with any notices or instructions displayed at the appointment location.

12.2 The Customer is required to behave in a reasonable and courteous manner when attending the appointment. The Company may refuse to provide the Services and/or terminate this Agreement if it reasonably considers that the Customer has acted in a manner detrimental to the welfare or reputation of the Company, its employees or subcontractors. If the Company terminates this Agreement on these grounds, it shall retain all monies paid by the Customer up to and including the date of termination.

Company

12.3 If the Customer has any questions or complaints about the Services or any Company representative, they should contact the Company by telephone or in writing using the contact details on the Company's website.

13. Personal Data

13.1 The Company will process the Customer's personal data in accordance with the Company's Privacy Policy, available at: <https://www.tomorrowwellness.com/privacy-policy/>

13.2 The Customer consents to the Company sharing their personal data with third parties where necessary for the provision of the Services, including:

- (i) to collect payments from the Customer;
- (ii) to instruct third parties to recover unpaid fees;
- (iii) to assign any debt owed to the Company; and
- (iv) to obtain information from a credit reference agency where the Company provides credit to the Customer.

14. Miscellaneous

14.1 The Customer is responsible for informing the Company of any change in their personal details or health that may be relevant to the Services, including any changes occurring between booking and the date of the appointment.

14.2 The Company may transfer its rights and obligations under this Agreement to another organisation. The Company will inform the Customer if it intends to do so, and will ensure the transfer does not affect the Customer's rights. If the Customer does not agree to the transfer, they may notify the Company within 30 days of being informed, and the Company will refund any payments made in advance for Services not yet provided.

14.3 This Agreement is between the Customer and the Company only. No other person has any rights to enforce its terms.

14.4 If any court or relevant authority decides that any part of this Agreement is unlawful, the remaining clauses will continue in full force and effect.

14.5 If the Company does not immediately enforce any right under this Agreement, or delays in taking action in respect of a breach, that does not mean the Customer is relieved of their obligations or prevent the Company from taking action at a later date.

14.6 This Agreement is governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any dispute arising under it.

Document version: January 2026 | Applies to all Heart Echo Scan bookings made on or after this date.