

## Terms and conditions

### 1. TREATMENT COMMENCEMENT & REFUND POLICY

These Terms and Conditions, together with the Treatment Order and any addendum attached to these Terms and Conditions set out the legally binding agreement between Us and You (the "Terms") under which we agree to provide the services set out in the Terms.

Treatment Fees secure a fixed-term therapeutic program, exclusive accommodation, and 24/7 support staffing which You acknowledge cannot be reallocated at short notice. Consequently, by signing these terms onsite, you acknowledge that you are expressly requesting treatment to commence and that treatment has commenced, and Fees are only refundable in the circumstances expressly stated in these Terms or where required by applicable law. The Fees remain payable in full for any incomplete stay resulting from voluntary self-discharge (including leaving against clinical advice) or Administrative Discharge. This policy is essential to maintain CQC safety standards and does not limit your statutory rights under the Consumer Rights Act 2015.

### 2. DEFINITIONS In these Terms

"We/Our/Us" refers to Sanctuary Banbury Ltd (Company No 09947939).

"Funder" refers to a third party who has signed the Third Party Funder Addendum ("Funder Addendum") appended to these Terms or, in the absence of a Funder, the Client named in the Treatment Order.

"You/Your" means the individual being admitted to the Treatment Centre and receiving services under the selected Medical Model.

"Administrative Discharge" has the meaning given to it in section 15

"Terms" has the meaning set out in section 1

"Medical Services" means the medical services to be provided at the Treatment Centre in line with the Medical Model as selected in the Treatment Order

"Treatment Fees" refer to the charges for these services as set out in the Treatment Order and which must be paid by You or the Funder prior to admission. "Additional Fees" cover any extra services, extensions, or sundry items not originally included in the Treatment Order. Together, these are the "Fees".

"Treatment Provider" means Us, or our approved agents, or subcontractors) in accordance with the Treatment Plan.

### INTERPRETATION

In these Terms, the words "writing" or "written" include email, and headings are included for convenience only and do not affect interpretation. Unless the context requires otherwise, words in the singular or any gender include the plural and other genders, and references to statutory provisions include all subsequent amendments, re-enactments, or modifications. References to any party's acts or omissions include those done directly, indirectly, or permitted through others. Finally, where a party consists of more than one person, their obligations are joint and several, meaning that the Contract applies to, and may be enforced against, all such persons collectively and each of them separately.

### 3. CONSENT AND CAPACITY

Capacity is presumed in accordance with the Mental Capacity Act 2005. Capacity to consent to admission and treatment will be assessed by staff and/or a registered clinician during the admission process, and documented in the Client's clinical record, and kept under review throughout treatment.

Nothing in this agreement limits the Client's statutory right to challenge capacity or consent at any time.

### 4. OUR CONTRACT TO YOU

**These Terms set out the conditions on which We provide services as set out in the Treatment Plan to You and become binding on You and Us and (where appropriate) the Funder, once the Treatment Order and these Terms and Conditions have been signed. Please ensure that You read both the Treatment Order and these Terms carefully and in full before signing to confirm all details are complete and accurate; should any conflict arise between documents, the Treatment Order takes priority.**

## **5.ADMISSION AND ASSESSMENT**

Any intentional omission or withholding of material information by You or your Next of Kin (NOK) during the pre-admission or assessment process may result in Your admission being cancelled or refused. Furthermore, should new or additional disclosures be made upon or after admission that impact clinical safety or Our ability to provide appropriate care, to You or any other individual within the Treatment Centre, may result in an immediate Administrative Discharge under which You, or if relevant, the Funder, shall not be entitled to a refund of any of the Treatment Fees (subject to statutory rights). You agree that active participation in the therapeutic program is a fundamental condition of the placement; while specific medical interventions require ongoing consent pursuant to CQC Regulation 11, You acknowledge that persistent refusal to engage with the agreed treatment modalities constitutes a material breach of the Treatment Order and, therefore, the Terms, which may result in a review of placement suitability and subsequent Administrative Discharge. The consequences of an Administrative Discharge are set out in section 15.

## **6. PROVIDING MEDICAL SERVICES**

We will provide the Medical Services to You for the duration specified in the Treatment Order, retaining the right to delegate these services to qualified agents or subcontractors provided they meet CQC Fundamental Standards and perform with reasonable care and skill under the Consumer Rights Act 2015. It is a fundamental condition of these Terms that You actively commit to the Treatment Plan and strictly abide by all Treatment Centre rules, standards of conduct, policies, and applicable laws. Failure to do so may result in Administrative Discharge, the consequences of which are set out in section 15.

For the purpose of the Treatment Order and these Terms, the following definitions shall apply:

“Medically Monitored Service” means where a doctor completes a medical assessment, with medication prescribed to manage the withdrawal from the problematic substance/s, and a treatment plan. The staff team at the Treatment Centre administer the medication as per the doctor’s instructions and monitor the progress of the detox using recognised clinical tools. Where monitoring indicates, PRN medication may be utilised or, where required, the staff team shall consult with the doctor for instruction. The staff team monitor the client’s progress and where necessary consult the doctor.

“Medically Managed Services” means where a doctor completes a medical assessment, with medication prescribed to manage the withdrawal from the problematic substance/s, and a treatment plan. The nurse team at the Treatment Centre provide clinical management of the detox and consult the doctor where required.

“Social Model Rehabilitation” means where any required detox prescribing is community based. A doctor assesses, prescribes and sets out the treatment plan. The Treatment Centre staff administer the detox medication in line with the doctor's instruction. Treatment Centre Staff monitor withdrawal and consult the doctor if required. Clients attend the Treatment Centre every day to engage in the therapeutic treatment program delivered by the staff team. Clients live independently in housing provided by the Treatment Centre.

## **7. SCOPE OF CARE, MEDICATION MANAGEMENT & CLINICAL OVERSIGHT**

The level of medical provision varies by service location and depending upon the Medical Model selected in the Treatment Order, as more particularly set out in each Treatment Centre’s Statement of Purpose, which is available to You on request.

To ensure clinical safety under CQC Regulation 12 (Safe Care and Treatment), You must provide on admission enough medication to last through Your full treatment period or a current prescription. You must

fully disclose and surrender all medications upon admission for storage and administration. In certain circumstances, it is a mandatory requirement that You provide a GP Summary; wherever possible, We will inform You in advance of Your date of admission if this applies to You. All medication must be boxed, clearly labelled and have been prescribed in Your name, as the admitting doctor must adhere to the original prescriber's instructions. Our clinical professionals reserve the right to review, modify, or discontinue regimens based on medical necessity, and possession of undisclosed medication is strictly prohibited. While detoxification medication included in a contracted inpatient program is covered by the Treatment Fees, You remain responsible for the costs of all non-detox, pre-existing, or post-discharge medications. Furthermore, while medical detoxification is provided with professional oversight, You acknowledge the inherent risks of withdrawal (which You agree have been explained to You during the medical assessment). Should acute care needs exceed our scope, We will refer You to NHS emergency services, with You being responsible and liable for any transport costs and We accepting no liability for external outcomes once Your care is handed over.

If you are admitted to a hospital while residing with us, we will hold your room for you for up to seven (7) days. During this time, your standard accommodation fees will continue to apply. If your hospital stay lasts longer than seven days, we may need to release your room to other clients. To return to the Centre after this period, you will need to rebook. This process will require updated medical information to ensure we can safely meet your needs, and will depend on our current availability.

## **8. REPORTING CONCERNS, LEGAL RIGHTS & DUTY OF CANDOUR**

In the unlikely event that you have any concern regarding the Medical Services, you must contact us as soon as reasonably possible to allow the Service Manager to address the issue immediately. In accordance with our regulatory Duty of Candour (CQC Regulation 20), we are committed to being open and transparent with service users.

Should a notifiable safety incident occur, We will act in accordance with our legal obligations.

You must grant us a reasonable opportunity to remedy any service issues under the Consumer Rights Act 2015; should your concern remain unresolved informally, please refer to Section 19 (Complaints Procedure). Nothing in these Terms affects your statutory legal rights as a consumer regarding services not carried out with reasonable skill and care. Before seeking to resolve any dispute through the courts or other legal proceedings, You must first comply with the dispute resolution procedure set out in these Terms. This requirement shall not apply where complying with that procedure would mean that you might lose your right to bringing a claim because of a legal time limit, in which case You may commence legal proceedings immediately.

## **9. PRICE AND PAYMENT**

To ensure informed consent, You must sign these Terms upon arrival at the Treatment Centre. By signing these terms onsite, you acknowledge that you are expressly requesting treatment to commence and that treatment has commenced, and Fees are only refundable in the circumstances expressly stated in these Terms or where required by applicable law.

All Treatment Fees must be cleared in full prior to the commencement of any Medical Services or accommodation allocation; We reserve the right to refuse You admission if payment is not cleared in full. By signing these Terms, You expressly acknowledge that Treatment Fees cover, amongst other things, the comprehensive provision of access to care and specialist resources which cannot be reallocated are only refundable in the circumstances expressly set out in these Terms or as required by applicable law.

The Fees remain payable in full for any incomplete stay resulting from voluntary self-discharge (including leaving against clinical advice) or Administrative Discharge or for breach of these Terms. This policy is essential to maintain CQC safety standards and does not limit your statutory rights.

You acknowledge and agree that You and any Funder are jointly and severally liable for all costs, meaning we may pursue either party for outstanding debts, and we reserve the right to charge interest on late

payments at 4% above the Bank of England base rate accruing daily. Failure to pay may result in the cancellation of admission or the suspension of Medical Services, subject to our safeguarding obligations. Where funding is provided by Private Medical Insurance, admission is contingent upon written pre-authorization; You act as guarantor for any costs not covered by the Private Medical Insurance (including deductibles or rejected claims) and acknowledge that retrospective claims for self-pay admissions are generally not possible.

If applicable, should Your Funder exercise their right to cancel the Funder Addendum in accordance with the terms of the Funder Addendum, which, when signed, forms part of these Terms, we will inform you as soon as reasonably practicable. In this event, You will become responsible for payment of all unpaid Fees, and which must be paid to Us immediately. If You are unable to make payment in full immediately or find an alternative Funder who is able to make payment immediately, We reserve the right to Administratively Discharge You (subject to safe discharge protocols).

#### **10. CONDUCT, SAFEGUARDING & SAFETY PROTOCOLS**

You are expected to actively engage with the therapeutic program and comply strictly with all Treatment Centre rules—including maintaining total abstinence and demonstrating respectful conduct—as essential conditions of these Terms. Non-engagement or rule violations constitute a material breach which may, at Our discretion, result in Your immediate Administrative Discharge (subject to safe handover protocols), and no refund will be issued. Specifically, the Treatment Centre operates a strict Zero-Tolerance Policy regarding physical or verbal abuse, harassment, or violence; any such behaviour will result in immediate termination of the Treatment Plan and Your immediate Administrative Discharge (subject to safe handover protocols) and no refund will be issued. We reserve the right to report incidents to the Police and support criminal prosecution.

To maintain a safe environment in accordance with CQC Fundamental Standards and Regulation 12, You consent to searches of Your person, luggage, and room, as well as drug and alcohol testing at admission, randomly, or upon return from leave. Such testing or searches may be undertaken only where proportionate, justified, and risk-assessed, with strict respect for the Your dignity and privacy; same-sex searching will be used wherever practicable. You agree to voluntarily surrender all prohibited items upon arrival; failure to disclose any prohibited items, the discovery of concealed items, or refusal to provide an unadulterated test specimen constitutes a material breach of contract which may result in Administrative Discharge (subject to safe handover protocols).

#### **11. PROPERTY, FACILITIES & AMENITIES**

We provide a clinical or therapeutic environment rather than hotel-style accommodation, ensuring compliance with CQC Regulation 15 regarding safe and suitable premises; consequently, minor temporary issues such as intermittent Wi-Fi or routine maintenance do not constitute a breach of contract provided safety and clinical care are not compromised.

**ELECTRONIC DEVICES** To safeguard the therapeutic environment, access to electronic devices — including mobile phones, laptops, tablets, smartwatches and any device with internet, Wi-Fi, Bluetooth, or data connectivity capabilities — is strictly controlled through a defined daily allowance which shall be communicated to You at the Treatment Centre. All such devices must be surrendered to Treatment Centre staff for secure storage outside permitted times and may be further restricted or withdrawn based on clinical need or behavioural concerns. Other streaming devices, gaming consoles, Firesticks, or any similar connectivity-enabled equipment are not permitted within the treatment setting.

**LAUNDRY** If laundry facilities are provided, they are strictly for self-service use by You or may be outsourced to a third-party provider. You acknowledge that the use of onsite machines is at their own risk regarding the selection of cycles and detergents. Where laundry is outsourced, the Service acts solely as a facilitator and, while we exercise reasonable care in selecting reputable providers, we accept no liability for loss or damage caused by the third party once items have left the premises. Except where loss or damage arises directly from our own proven negligence or breach of duty, we explicitly exclude liability for damage to clothing

(including shrinkage, colour transfer, wear, or loss). We strongly advise against bringing high-value or "dry-clean only" garments into the clinical environment.

**CATERING**, while We ensure adequate nutrition in accordance with CQC Regulation 14 and will make reasonable adjustments for allergies, medically diagnosed or religious dietary needs disclosed prior to admission and during the completion of the dietary form on admission, personal food preferences may not always be accommodated. Note: Providence Projects does not provide onsite catering and You will be required to purchase Your own shopping and prepare and cook Your own meals.

**GYM & FITNESS FACILITIES** To ensure physical safety in accordance with CQC Regulation 12, access to onsite gym or fitness facilities, where provided, is a discretionary therapeutic privilege, not a guaranteed right. Eligibility is strictly limited to individuals who have (a) completed a minimum of 7 days of treatment, and/or (b) fully completed their medical detoxification protocol. In all cases—regardless of the length of stay or detox status—access is strictly contingent upon specific medical clearance and a risk assessment by the clinical team to confirm You are physiologically stable enough for exercise. You must complete a mandatory safety induction prior to first use and acknowledge that use of fitness equipment is at Your own risk. Clinical staff reserve the absolute right to withdraw this privilege immediately if they deem exercise to be clinically unsafe, physically detrimental, or a distraction from the therapeutic program.

## **12. LIABILITY FOR PROPERTY & BELONGINGS**

If You cause damage to Our premises or equipment through negligence, misconduct, or rule breaches, You agree to reimburse Us for all associated repair costs and direct losses.

Upon the scheduled conclusion of the Treatment Order, You must vacate Your room by 9:00 AM, although You may remain at the Treatment Centre to participate in the therapeutic program for the remainder of that day if You wish. However, in the event of Administrative Discharge or early termination of the Treatment Order or these Terms for any reason, You must immediately vacate the Treatment Centre following a safe discharge. In all cases, You must remove all personal belongings upon departure; We reserve the right to dispose of, sell, or donate any items left unclaimed for more than seven days, with **any** disposal or storage costs charged to You. Our liability for loss or damage to items placed in secure storage is limited to £500, except where such loss arises directly from our negligence or breach of duty.

## **13. LIMITATION OF LIABILITY & EVENTS OUTSIDE OUR CONTROL**

### Limitation of liability

(a) We commit to providing Medical Services with reasonable care and skill in accordance with the Consumer Rights Act 2015 and applicable professional standards, clinical guidance and regulatory requirements (including those imposed by the CQC; however, You expressly acknowledge and accept that addiction is a chronic condition and therefore We cannot guarantee long-term recovery, permanent abstinence, or that relapse will not occur.

(b) Nothing in these Terms limits or excludes Our liability for:

- i. death or personal injury caused by Our negligence;
- ii. fraud or fraudulent misrepresentation; or
- iii. Any matter in respect of which our liability cannot be lawfully limited or excluded under applicable law.

(c) Subject to clause 13(b), We shall not be liable for any loss or damage which was not reasonably foreseeable at the time these Terms were signed.

(d) Subject to clauses 13(b) and (c), We shall not be liable for any loss of income, loss of earnings, loss of business, loss of profits, loss of opportunity or expectation, or any indirect or consequential loss or damage,

arising out of or in connection with the provision of the Medical Services or any other service under these Terms (together the “Services”).

(e) Subject to clauses 13(b), (c) and (d), Our total liability to You for all losses arising out of or in connection with the Services shall be limited to £750.00 per claim, except where a higher amount is required by law.

(f) We shall not be liable for any loss, harm or adverse outcome arising from:

- i. Your failure to follow reasonable clinical advice or agreed treatment plans;
- ii. inaccurate, incomplete or misleading information provided by You or the Funder;
- iii. risks or side effects which are inherent in following the Treatment Plan and which have been explained to You as part of a valid informed consent process.

(f) Nothing in these Terms limits Our ongoing duty to take all reasonable steps to provide safe Medical Services or affects Your statutory rights.

#### Events outside of Our control

(a) We will not be liable for any failure or delay in performing Our obligations under these Terms where such failure or delay results from events, circumstances or causes beyond Our reasonable control (a Force Majeure Event). A Force Majeure Event may include, but is not limited to,

- i. acts of God, flood, fire, earthquake or other natural disaster,
- ii. epidemic, pandemic, or public health emergency;
- iii. war, terrorism, civil unrest or riots;
- iv. interruption or failure of utilities, transport networks or telecommunications;
- v. acts or omissions of government, regulatory authorities or emergency services, including changes to law, guidance or restrictions imposed by the NHS or CQC or public health bodies; or
- vi. failure of suppliers, laboratories or third-party service providers beyond Our reasonable control.

(b) Where a Force Majeure Event occurs, We shall:

- i. take all reasonable steps to mitigate the impact of the Force Majeure Event on the provision of the Services;
- ii. continue to comply with applicable clinical, professional and regulatory obligations to the extent reasonably practicable and possible; and
- iii. notify You as soon as reasonably possible where the Force Majeure event materially affects the delivery of the Services.

If a Force Majeure Event prevents or materially delays the provision of the Services for more than two weeks, either party may terminate these Terms Contract for a pro-rata refund calculated under the *Law Reform (Frustrated Contracts) Act 1943*, or, if acceptable to You and, if applicable, any Funder, We may arrange a suitable alternative facility that meets Your clinical needs.

#### **14.CANCELLATION RIGHTS, REFUND POLICY & COMMENCEMENT OF SERVICES**

(a) Medical Services Booked or Concluded Off-Premises: If You enter into these Terms with us for Services off-premises (for example, in Your home or somewhere other than Our clinical or business premises), You have a legal right to cancel the contract within 14 days of the date these Terms are signed, without giving any reason.

However, if You have expressly requested that the Services begin during the 14-day cancellation period, and the Services are fully performed within that period, You will lose your right to cancel once the Services have been completed.

If you cancel after Medical Services have begun but before they are completed, You will be required to pay for the Services provided up to the time You notify Us of Your cancellation or until We are able to safely discharge You (which We will do as soon as is reasonably practicable). This will be calculated on a proportionate basis in accordance with the Consumer Contracts (Information, Cancellation and

Additional Charges) Regulations 2013. Given that the Service commits significant, non-allocatable resources—including specialist 24/7 staffing and clinical accommodation removed from the public market—the proportionate cost for any day or part-day You are resident is deemed to be the full daily rate.

To exercise your right to cancel, you must inform us of your decision by a clear statement (for example, by email or letter).

**(b) Medical Services Concluded On-Premises:** If You enter into these Terms with us for Services on our premises (for example, at a Treatment Centre), you do not have an automatic legal right to cancel the Terms once they have been signed, unless otherwise required by law.

Any cancellation, rescheduling, or refund rights for on-premises Services will apply only where expressly stated in these Terms or where required by applicable law.

**(c) Refund Policy:** Subject to clause 14(a) above and your statutory rights:

- refunds shall only be considered in exceptional circumstances or where, in Our opinion, acting reasonably, the Medical Services are clinically unsuitable.
- refunds will not be given in the event You self-discharge, are Administratively Discharged or We cancel/terminate the Treatment Order and/or these Terms due to Your conduct.

**(d) Statutory and Clinical Rights:** Nothing in this clause affects your statutory rights, including your rights in relation to services that are not provided with reasonable care and skill, or your rights to raise concerns or complaints about clinical care in accordance with applicable healthcare regulations.

## **15. ADMINISTRATIVE DISCHARGE & TERMINATION BY US**

We reserve the right to either cancel or terminate these Terms and immediately cease Medical Services upon or written or verbal notice (with written confirmation to follow) if You (or Your Funder) fail to make payment when due, or if You commit a material breach of these Terms (“Administrative Discharge”). You explicitly acknowledge that a “material breach” includes, but is not limited to, possession of contraband (alcohol, drugs, or other prohibited items), violation of our Zero Tolerance Policy regarding violence or abuse, refusal to submit to testing, or persistent refusal to engage with the therapeutic program.

In the event of You being Administratively Discharged, Your physical admission to the Treatment Centre constitutes proof of service delivery, and Fees shall only be refundable in the circumstances expressly stated in these Terms or where required by applicable law. We also reserve the right to (a) hold you liable for any loss or damage in accordance with clause 13 and (b) refuse re-admittance in the future should you seek out Our Medical Services. Notwithstanding immediate termination, we will exercise our professional Duty of Care under CQC Regulation 12 to facilitate safe discharge — taking reasonable steps to contact Next of Kin, referring GPs, or emergency services where appropriate. Immediately following this safe discharge, You must vacate the premises.

## **16. DURATION OF TREATMENT & EXTENSIONS**

The initial length of stay specified in the Treatment Order is provisional; following onsite medical assessment or depending on Your response to treatment, Our clinical team reserves the right to recommend an extension or modification to the duration if deemed medically necessary for safe stabilisation or recovery. Should You wish to extend Your stay voluntarily, or if a clinical extension is recommended by Us, such requests are strictly subject to bed availability and mutual agreement of all parties (You, Us and, if applicable, any Funder). Any such extension constitutes a formal variation of these Terms and must be agreed in writing, with any additional costs communicated clearly to You and, if applicable, any Funder and payment cleared in full at least 24 hours prior to the commencement of the extension period.

## **17. AFTERCARE & DISCHARGE PLANNING**

Discharge planning and referrals are provided as a support service to facilitate a safe transfer of care; however, while We exercise reasonable professional care in making such referrals, We accept no liability for the availability, quality, or clinical outcomes of third-party providers, and You acknowledge that engagement with external agencies constitutes a separate agreement independent of the Services provided by Us. Furthermore, aftercare and alumni services may only be offered as a discretionary additional benefit strictly to You in the event You complete Your Treatment Plan (including the successful completion of any extension as agreed in accordance with section 16 of these Terms), in accordance with contracted dates and conduct requirements. Therefore, access to these services may be withheld or withdrawn, solely at Our discretion, where treatment ends early due to self-discharge or Administrative Discharge or following a breach of contract, though nothing in this section limits Your statutory rights or affects the handling of complaints under Section 19. We also reserve the right to withdraw alumni and aftercare engagement for reasons that may negatively impact the safety and/or wellbeing of You or any other individual, or the integrity of the services We provide.

#### **18. DATA PROTECTION & USE OF PERSONAL INFORMATION**

We will use the personal information provided to deliver Medical Services, ensure clinical safety, process payments, and inform You of relevant support services (subject to your right to opt out at any time). You agree that We may share this data with Our agents, subcontractors, or Treatment Providers where reasonably necessary to manage the Treatment Plan and monitor conduct. Furthermore, to ensure safe care and protect against serious harm, You consent to the lawful and proportionate sharing of relevant information with multidisciplinary teams, NHS services, emergency services, or safeguarding authorities in strict accordance with UK GDPR and the Data Protection Act 2018. **Our full Privacy Policy is available on our website.**

#### **19. COMPLAINTS PROCEDURE**

You may raise complaints at any time without fear of detriment to Your access to treatment or aftercare, and all such matters will be managed in strict accordance with CQC Regulation 16. To ensure a timely resolution, You are encouraged to first raise any concerns verbally or in writing with the onsite Management Team or Your Lead Therapist during treatment, as most issues can be resolved immediately and informally through internal review. If required for more complex complaints, You will receive an outcome from Our service manager within 28 working days. Where a concern cannot be resolved informally, formal complaints should be submitted in writing to [clientexperience@ukat.co.uk](mailto:clientexperience@ukat.co.uk), preferably within 30 days of leaving treatment to facilitate timely investigation. Complaints received after this timeframe may not be reviewed unless reasonable grounds for delay (such as illness or incapacity) exist. We aim to provide a written response within 28 working days of receipt, though We reserve the right to extend this period if the investigation is complex or involves third parties. In such cases, We will inform You of the reason for the delay and provide regular updates regarding the revised timescale.

#### **20. INFORMATION ABOUT US & NOTICE PROCEDURES**

We are Sanctuary Banbury Ltd, a company registered in England and Wales (Registration Number 09947939) with our registered office at C/O UKAT Group Ltd, Unit 1, 1st Floor, Imperial Place, Maxwell Road, Borehamwood, Hertfordshire, England, WD6 1JN. For general enquiries, please contact our admissions team at 020-3903-4548 or [info@ukat.co.uk](mailto:info@ukat.co.uk). However, where these Terms require You to give formal notice in writing (such as for cancellation under Section 14), this must be served wherever possible by email to [info@ukat.co.uk](mailto:info@ukat.co.uk), by hand, or by pre-paid registered post to Our registered address, and We will confirm receipt in writing; conversely, if We are required to give notice to You, We will do so via the email or postal address provided in Your Treatment Order.

## **21. OTHER IMPORTANT TERMS**

We may transfer Our rights and obligations under these Terms to another organisation without affecting Your rights, whereas You may only transfer Your rights or obligations if We agree in writing. This Contract is strictly between You, Us, and (where appropriate) the Funder, meaning no other person shall have any rights to enforce its terms. Each paragraph of these Terms operates separately; therefore, if any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect. Furthermore, if We fail to insist that You perform any of Your obligations or delay in enforcing Our rights, this does not mean We have waived Our rights against You; any waiver of default will only be valid if provided in writing. Finally, these Terms are governed by and construed in accordance with **English law**, and the parties agree to submit to the exclusive jurisdiction of the **English courts**.