



Effective from 01.01.2022

We have a clear refund structure that reflects the stage when the treatment was halted, this takes into account the consumables used and staff time.

Please see our refund structure below for relevant refunds.

Refunds are processed back onto the card you used to pay. Please allow 7 days for the refund to appear on your bank statement.

Fresh Treatment Refunds

There are some fees which we are unable to refund, these include:

- *HFEA fees – these are required to be paid by law to the HFEA for patient and treatment registration*
- *Any appointments for investigations, review and/or planning already undertaken*
- *Any screening tests already undertaken for the planned treatment*

IUI/DI if halted before insemination	£200
IVF and/ or ICSI if halted before egg collection	£1300
IVF and/or ICSI if no eggs collected	£100
IVF and/or ICSI if no embryos develop and no embryo transfer (fail to fertilise)	£100
Egg freezing if abandoned before egg collection	£1300
Egg freezing if no mature eggs are available for freezing?	£100
Elective freeze all cycles for OHSS risk- see T&C	£0 (First FET FOC)
Failure to cannulate cervix at embryo transfer - see T&C	£0 (First FET FOC)
Failure to cannulate cervix at IUI/DI	£50

Frozen Treatment Refunds

There are some fees which we are unable to refund, these include:

- *HFEA fees – these are required to be paid by law to the HFEA for patient and treatment registration*
- *Any appointments for investigations, review and/or planning already undertaken*
- *Any screening tests already undertaken for the planned treatment*
- *Any storage fees that have already been paid*

Frozen embryo transfer if abandoned before embryos have been thawed	£1100
Frozen embryo transfer if abandoned after embryo thaw but before embryo transfer	£100
Thawing of frozen eggs if abandoned before eggs have been thawed	£2420
Thawing of frozen eggs if no eggs are available for ICSI (fail to thaw)	£1320
Thawing of frozen eggs if abandoned after egg thaw and ICSI technique but before embryo transfer	£100

PGT-A Refunds

There are some fees which we are unable to refund, these include:

- *HFEA fees – these are required to be paid by law to the HFEA for patient and treatment registration*
- *Any appointments for investigations, review and/or planning already undertaken*
- *Any screening tests already undertaken for the planned treatment*
- *Any treatment fees for IVF and/or ICSI if already undertaken*
- *Any storage fees that have already been paid*
- *Counselling fees(£175)*
- *Administration and registration fee for PGT-A non refundable(£100)*

If there are no eggs, failed fertilisation or if your treatment cycle does not result in usable blastocysts that we can biopsy	£100 and PGT-A cost per embryo
If you elect to abandon embryo testing post egg collection, i.e. no biopsy	£500 and PGT-A Cost per embryo

100% refund of any pre-paid freezing and storage fee if you elect not to freeze embryos