



**ROAD READY
MEDICALS**

Road Ready Medicals

Appointments Policies

Covers Appointment fee, Cancellation, Rearrangement, Late Arrival and Non-Attendance Policy

Last updated: 12th September 2026

We reserve a doctor and clinic appointment specifically for each driver. Please give us as much notice as possible if you cannot attend.

1. Appointment fee and payment

All Road Ready Medicals appointments cost £50.

You can either:

- Pay the full £50 online when booking; or
- Pay a £10 deposit online, followed by the remaining £40 on the day by cash or bank transfer, before the medical starts.

The £10 deposit forms part of the total £50 fee and secures your appointment.

2. Cancelling or rearranging with at least 48 hours' notice

If you give us at least 48 hours' notice before your appointment start time, you may choose either:

- A full refund of the amount you have paid, whether this is £10 or £50; or
- One rearrangement to another available appointment at no extra cost.

The 48-hour period means 48 calendar hours and includes evenings, weekends and bank holidays.

If you paid a £10 deposit and choose to rearrange, the deposit will be transferred to the new appointment and the remaining £40 must be paid at that appointment by cash or bank transfer. If you paid the full £50 in advance, your payment will be transferred in full and there will be nothing further to pay.

The rearranged appointment must take place within 30 calendar days of the original appointment date and is subject to availability. If we cannot offer an appointment within that period, we may agree a later date with you.

Each booking can be rearranged only once. Once you choose to rearrange, the rearranged appointment cannot be changed again or refunded if you are unable to attend. Any amount already paid will be retained. This restriction does not apply where Road Ready Medicals cancels the rearranged appointment, or agrees that exceptional circumstances apply.

Eligible refunds will be returned to the original payment method where possible. Please allow up to 10 working days for the refund to appear, depending on your bank or payment provider.

3. Cancelling or rearranging with less than 48 hours' notice

The options available with less than 48 hours' notice depend on how you paid.

If you paid a £10 deposit:

If you cancel or ask to rearrange less than 48 hours before the appointment, the £10 deposit will not be refunded or transferred. The unpaid £40 balance will not be collected.

If you still require a medical, you must make a new booking and choose either of the available payment options.

If you paid the full £50 in advance:

If you contact us less than 48 hours before the appointment but before its scheduled start time, you will not be entitled to a refund. However, you may rearrange the appointment once at no extra cost.

The replacement appointment must take place within 30 calendar days of the original appointment date. Once rearranged, it cannot be changed again or refunded if you are unable to attend. If we cannot offer an appointment within the 30-day period, we may agree a later date with you.

The short-notice rearrangement is only available if you contact us before the original appointment start time. It does not apply to a failure to attend, a late arrival that cannot be accommodated, or attendance without the documents or medical information required to complete the assessment.

If you book an appointment that is due to take place within 48 hours, these short-notice terms apply from the time of booking, subject always to your statutory rights.

4. Failure to attend

If you do not attend your appointment and have not cancelled in advance, this will be recorded as a did not attend appointment.

Any amount already paid will not be refunded or transferred. If you paid only the £10 deposit, the unpaid £40 balance will not be collected. The free short-notice rearrangement available to customers who prepaid £50 does not apply after the appointment start time. You will need to make and pay for a new booking if you still require a medical.

5. Late arrivals

Please aim to arrive 10 minutes before your appointment.

If you arrive late, we will make reasonable efforts to see you. However, we cannot rush a medical assessment, reduce the required checks or cause other drivers to be seen late.

If there is not enough time to complete your medical safely and properly without delaying later appointments, we may be unable to see you. In that situation, the appointment will be treated as a missed appointment. Any amount already paid will not be refunded or transferred, and you will need to make and pay for a new booking.

6. Missing documents or medical information

It is your responsibility to read your booking confirmation and bring all documents and medical information required for your particular medical and licensing authority. Requirements vary, but may include:

- The correct medical form;
- Your driving licence or other accepted photographic identification;
- Proof of address (e.g. council tax bill or other utility bills)
- An up-to-date full GP medical summary, relevant medical records, medication information or suitable NHS App access, where required;
- Glasses or contact lenses normally worn for driving; and
- Any additional documents requested in your booking confirmation.

Please check that you can obtain everything required before booking. Some GP practices may take several weeks to provide a medical summary.

Please see this link [here](#) to see how to request access to your medical records.

If you realise that you will not have the required documents or information, contact us as soon as possible. With at least 48 hours' notice, you can rearrange once at no extra cost or cancel for a full refund of the amount paid.

If you contact us less than 48 hours before the appointment but before its start time, the payment-specific terms in section 3 will apply. This means a £10 deposit will be retained, while a customer who prepaid £50 may transfer that payment to one replacement appointment within 30 days.

If you attend without the required documents or sufficient medical information, the doctor may be unable to start or complete the assessment. Any amount already paid will not be refunded or transferred, and a new appointment and payment may be required. The assessing doctor will decide whether there is enough information to complete the medical safely and appropriately.

7. Exceptional circumstances

We understand that genuine emergencies can happen. If serious illness, hospital admission, bereavement, an accident or another significant event outside your reasonable control prevents you from attending, please contact us as soon as possible.

We will consider exceptional circumstances fairly and individually. At our reasonable discretion, we may offer a one-off rearrangement or refund even where less than 48 hours' notice was given. We may ask for reasonable supporting information. This is not an automatic entitlement and will depend on the circumstances.

8. Cancellation by Road Ready Medicals

On rare occasions, we may need to cancel an appointment because of doctor illness, clinic closure, unsafe conditions or another event outside our reasonable control. We will contact you as soon as reasonably possible using the details provided with your booking.

You may choose either:

- A replacement appointment at no extra cost; or
- A full refund of the amount you have paid.

This also applies if we cancel an appointment that you have already rearranged. A cancellation by us will not count as your permitted rearrangement, and we will extend the 30-day period where necessary.

We will not normally reimburse travel, parking, loss of earnings or other indirect costs arising from a cancellation. This does not exclude or restrict any liability or legal right that cannot lawfully be excluded or restricted.

9. How to cancel or rearrange

The preferred method to cancel or rearrange is to either call us, WhatsApp us (07349 748805), or email us at info@roadreadymedicals.com. We will get back in touch with you.

Please provide:

- Your full name;
- Your booking reference, if available;
- The date and time of your appointment; and
- Whether you wish to cancel or rearrange.

The time your request is received will be used to calculate the notice given, even if we read it later.

10. Statutory rights

Nothing in this policy affects your statutory rights. Where consumer cancellation rights apply to a booking made online or by telephone, those rights take priority over this policy.

Short notice for the booking and payment page

Please check before paying: With at least 48 hours' notice, you may receive a full refund or rearrange once at no extra cost. With less than 48 hours' notice, a £10 deposit is non-refundable and cannot be transferred. If you prepaid £50, you may rearrange once at no extra cost, but you will not receive a refund. All rearranged appointments must normally take place within 30 days and cannot be rearranged again or refunded. Missed appointments, late arrivals that cannot be accommodated, and appointments that cannot be completed because required documents or medical information were not provided are non-refundable and cannot be transferred. Exceptional circumstances and statutory rights are not affected.