



ROAD READY MEDICALS

Road Ready Medicals

Terms and Conditions

Last updated 12 September 2026

These terms explain the basis on which Road Ready Medicals provides private driver medical assessments and operates its website and booking service. Please read them before booking.

1 About us

Road Ready Medicals is the trading name of Road Ready Medicals Limited, a company registered in England and Wales under company number 17267054. Our registered office is Unit A, 82 James Carter Road, Mildenhall, United Kingdom, IP28 7DE.

You can contact us by email at info@roadreadymedicals.com, by telephone or WhatsApp on 07349 748805, or through the contact form at roadreadymedicals.com.

2 These terms

These Terms and Conditions apply when you use our website or book a driver medical with us. They should be read with our Public Policy Pack (incorporates Privacy Notice, Cookie Policy, Medical Outcome Further Information and Reassessment Policy, Complaints Policy, Equality Accessibility and Reasonable Adjustments Statement), and Appointments Policy.

By placing a booking, you confirm that you have read and accepted these terms. If another person or organisation makes a booking for you, you must still read these terms before attending. Nothing in these terms affects rights that cannot lawfully be excluded or restricted.

3 Our services

We provide private driver medical assessments, including HGV, PCV, C1, D1, taxi and private hire medicals, together with relevant screening checks and completion of the appropriate medical form where clinically and legally appropriate.

Our service is an independent medical assessment. It is not a substitute for ongoing NHS or private healthcare, a full eye examination, emergency care, or legal or licensing advice. The particular checks and documents required depend on the medical booked and the rules of the DVLA, local authority, employer or other relevant body.

We may decline a booking or service that is outside our doctors' competence, professional obligations, available facilities or insurance arrangements.

4 Who may book

You must be at least 18 years old and legally able to enter into a contract. You must provide accurate contact, booking and payment information. If you book for someone else, you confirm that you have their authority to do so and have made these terms and the relevant policies available to them.

A booking is personal to the named customer and may not be transferred without our prior agreement.

5 Booking and contract formation

Please check the medical type, licensing authority, clinic, date, time and customer details before submitting a booking. A contract is formed when we send a booking confirmation after receiving the required payment or deposit. An automated acknowledgement that does not confirm the appointment is not acceptance of the booking.

If we cannot accept a booking, we will tell you and refund any amount paid. We may correct an obvious pricing or booking error before the appointment and will offer you the choice of accepting the correction or receiving a refund.

Appointment availability is subject to change until the booking is confirmed. Clinic details and access information will be shown on the booking page or confirmation.

6 Fees and payment

The standard appointment fee is £50. You may pay the full £50 online when booking, or pay a £10 online deposit and the remaining £40 by cash or bank transfer before the medical starts. The deposit forms part of the total fee and secures the appointment.

Prices shown at the time of booking apply to that booking. If you ask us to provide a printed medical form, a £4 form charge may apply. Any charge will be made clear before the form is supplied. You remain responsible for external costs, including GP records, optometry, specialist reports, investigations, parking and travel.

Payments may be processed by a third party payment provider. We do not normally receive or store your complete payment card number.

7 Appointments Policy

Our Appointments Policy forms part of these terms. The key rules are summarised below, but the full policy applies if more detail is needed.

With at least 48 calendar hours' notice before the appointment start time, you may choose a full refund of the amount paid or one rearrangement at no extra cost. A rearranged appointment must normally take place within 30 calendar days, is subject to availability, and cannot usually be changed again or refunded.

With less than 48 hours' notice, a £10 deposit is not refundable or transferable. If you prepaid £50 and contact us before the appointment start time, you may rearrange once at no extra cost but will not receive a refund. If you book within 48 hours of the appointment, these short-notice rules apply from the time of booking, subject to your statutory rights.

A missed appointment, or a late arrival that cannot be accommodated, is non-refundable and cannot be transferred. We will make reasonable efforts to see late customers, but we will not rush the assessment or delay later appointments unreasonably.

We consider genuine exceptional circumstances fairly and individually. To cancel or rearrange, contact us using the details in section 1. The time we receive the request is used to calculate notice, even if we read it later.

8 What you must bring and do

You must read your confirmation and bring everything required for your particular medical and licensing authority. This may include the correct medical form, photographic identification, proof of address, glasses or

contact lenses worn for driving, medication details, an up-to-date full GP medical summary or other relevant records, and any additional documents stated in the confirmation.

Taxi and private hire requirements vary. Where a full GP medical record or summary is required, you are responsible for obtaining it in time. Some GP practices may take several weeks to provide records.

You must complete the applicant sections of your form accurately before the assessment where instructed. You must answer the doctor's questions honestly and fully, disclose relevant medical history and medication, and follow reasonable instructions during the assessment. You must not alter a form completed by the doctor.

If required documents or information are missing, the doctor may be unable to start or complete the assessment. The booking will be treated in accordance with our appointment policy and a new appointment and payment may be required.

9 Conduct safety and consent

We expect customers and accompanying persons to behave respectfully. We may refuse or stop an appointment if a person is abusive, threatening, discriminatory, intoxicated, unsafe, refuses necessary identity or consent checks, or prevents a proper assessment. Where the refusal results from the customer's conduct, a refund will not normally be provided.

The doctor will explain the assessment where appropriate and may ask for consent before an examination. You may ask questions, decline an examination or withdraw consent, but this may mean the form cannot be completed. You may request a companion or reasonable adjustment, subject to confidentiality, space, safety and the doctor's ability to conduct an accurate assessment.

If a clinical finding appears to require urgent attention, the doctor may advise you to contact your GP, NHS 111, an urgent treatment service or 999. We do not provide emergency treatment through booked driver medical appointments.

10 Medical outcomes and licensing decisions

The fee covers the doctor's time, assessment, relevant screening checks and form completion where appropriate. Payment does not guarantee that you will meet the medical standard, that the doctor will complete or sign the form, or that a licence, renewal, clearance or other authorisation will be granted.

The doctor must give an honest and independent opinion and record relevant findings accurately. The doctor may request further evidence, defer completion, record a finding for review, advise that you do not appear to meet a standard, or decline to sign where signing would be unsafe, misleading, outside the doctor's competence or contrary to professional duties.

Any eyesight check is a driver-standard screening assessment, not a full eye examination. The final licensing or employment decision is made by the DVLA, local authority, employer or other relevant body, not by Road Ready Medicals.

No refund is due merely because the medical is unsuccessful or incomplete for a clinical reason, further information or treatment is required, or an external authority delays, refuses or places conditions on an application. This does not affect a remedy due because of our error or your statutory rights.

11 Further information reassessment and corrections

If further evidence is needed, you are responsible for obtaining it. We may hold a form for a limited period, but a fresh appointment may be required where a further examination or repeat measurement is needed, information materially changes, substantial time has passed, a standard or form has changed, or the doctor considers reassessment clinically necessary.

For the same medical, application and clinical issue, one reduced reassessment may be available for £40 if the original assessment was completed by us, you followed the advice given, bring the requested evidence, contact us within 90 calendar days, and the doctor considers reassessment appropriate. This reduction does not apply merely because documents were missing, details were incorrect or appointment instructions were not followed. Later or materially different assessments are charged at the current standard fee.

If we made a clerical or clinical-recording error, we will review and, where lawful and clinically appropriate, correct it without charge. If a repeat appointment is required solely because of our error, no further appointment fee will be charged. An accurate measurement or clinical opinion is not an error merely because it is disputed or affects an application.

12 Cancellation by us and events outside our control

We may need to cancel, delay or move an appointment because of doctor illness, clinic closure, unsafe conditions, technology failure or another event outside our reasonable control. We will contact you as soon as reasonably possible. If we cancel, you may choose a replacement appointment at no extra cost or a full refund of the amount paid.

We will not normally reimburse travel, parking, loss of earnings or other indirect costs resulting from a cancellation. This does not limit any liability that cannot lawfully be limited.

13 Our responsibility to you

We will provide our service with reasonable care and skill. If we fail to do so, you may have rights under the Consumer Rights Act 2015 or other applicable law.

We are responsible for loss or damage that is a foreseeable result of our breach of these terms or our failure to use reasonable care and skill. We are not responsible for loss or damage that was not foreseeable when the contract was made, or for a decision, delay or action of the DVLA, a local authority, employer or other third party that is not caused by our breach.

Our service is supplied to you as a consumer for private use. We are not responsible for business losses such as loss of profit, revenue, contracts, opportunity or earnings, except where the law does not allow that responsibility to be excluded or limited.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of rights that cannot lawfully be excluded, or any other liability that the law does not permit us to exclude or limit.

14 Personal information and confidentiality

We process personal information, including health information, as explained in our Privacy Notice. Doctors are also bound by professional duties of confidentiality.

We will normally give the completed form to you. We will not routinely send it to a licensing body, employer or another person unless you ask us to do so or another lawful basis applies. A person or organisation paying for an appointment is not automatically entitled to your full clinical information.

15 Website use

The website provides general information and a booking facility. We try to keep it accurate and available, but we do not guarantee uninterrupted access or that all information will always be complete or current. Licensing requirements may change and you should check the requirements of the relevant authority before booking or submitting a form.

You must not misuse the website, attempt unauthorised access, introduce malicious code, interfere with its operation, or use its content unlawfully. Links to third-party websites are provided for convenience and do not mean that we control or endorse their content.

The website's design, text, branding and other content belong to us or our licensors. You may view or print content for your personal use but may not reproduce, sell, publish or commercially exploit it without permission, except where the law allows.

16 Complaints

If you are dissatisfied, please contact us promptly using the details in section 1. Our Complaints Policy explains how concerns are investigated and reviewed. A complaint may review our service and records, but it

cannot require a doctor to change an honest clinical finding or require an external body to approve an application.

17 Changes to these terms

We may update these terms to reflect changes in law, licensing standards, our services or business processes. The version in force when your booking is confirmed will normally govern that booking, unless a change is required by law or is more favourable to you. The current version and date will be published on our website.

18 General terms

We may transfer our rights and obligations under these terms to another organisation, but this will not reduce your rights. You may transfer your rights only with our written agreement, except where the law permits otherwise.

This contract is between you and Road Ready Medicals Limited. No other person has a right to enforce it, except where applicable law provides otherwise.

If a court or relevant authority finds part of these terms unlawful or unenforceable, the remaining parts will continue to apply. A delay in enforcing a right does not waive that right.

These terms and the contract are governed by the law of England and Wales. You may bring proceedings in the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in the courts of the part of the United Kingdom where you live.