



## THE FERTILITY CENTRE

Chelsea and Westminster Hospital  
West Middlesex University Hospital

# Treatments and Prices for Self-Funding Patients

Effective from 1<sup>st</sup> September 2023

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## Section A - Appointments & Consultations

| Service                | Price and key features                                                                                                                                                                    | Our reference |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Consultant Appointment | Starting from £200<br>(please ask your Consultant for their individual pricing structure)<br>Please note that Consultant appointments will be invoiced directly to you by your Consultant |               |
| Nurse Consultation     | £160                                                                                                                                                                                      | ACUP-NURSE    |
| Counselling            | £115 per appointment                                                                                                                                                                      | ACUP-CAPP     |

## Section B - Tests, Screening and Diagnostics

| Service                                              | Price and key features | Our reference |
|------------------------------------------------------|------------------------|---------------|
| HyCoSy Scan<br>(Hysterosalpingo Contrast Sonography) | £515                   | ACUPHYCOSY    |
| Diagnostic / pelvic ultrasound                       | £190                   | ACUPPU        |
| Saline Scan                                          | £345                   | ACUPSS        |
| Semen analysis                                       | £135                   | ACUPSA        |
| Semen culture                                        | £60                    | SEMCUL        |
| Virology Screening – HIV, Hepatitis B&C              | £120                   | ACUPSH        |
| AMH (Anti-Mullerian Hormone)                         | £110                   | ACUPIAMH      |
| DNA Fragmentation                                    | £520                   | ACUPDNA       |
| Thyroid Function Tests (TFTs)                        | Prices from £39        | THY           |
| Testosterone                                         | Prices from £39        | TES           |
| Sex Hormone Binding Globulin                         | Prices from £39        | SHBG          |
| Other Blood tests                                    | Prices from £39        | Various       |

Please note: full payment is required for all diagnostic tests either before your appointment or immediately after bloods have been taken / tests undertaken.

**Section C - Treatment Cycle Packages.** (Please note that in all cases full payment for your treatment cycle will be required upon booking your Nurse consultation)

| Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Our reference |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p><b>In Vitro Fertilisation - IVF (per cycle)</b></p> <p><u>Please note -</u><br/>IVF may be changed to ICSI (intracytoplasmic sperm injection) as late as the day of egg collection. The difference in cost (£1,675, the ICSI supplement) will be charged accordingly. This will need to be paid prior to embryo transfer.</p> <p>If your cycle results in freezing of all embryos due to clinical decision, post treatment consultation your cycle will be deemed completed.<br/>Your subsequent Frozen Embryo Transfer will be a chargeable procedure at the cost of £1,800 (£1,885 including the HFEA £85 fee). This will need to be paid upon booking the Frozen Embryo Transfer</p>                                                                                                                                                                                                                             | <p><b>£3910</b><br/><b>(£3995 including £85 HFEA fee)</b></p> <p>Package price includes -</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• Blastocyst culture</li> <li>• fresh embryo transfer</li> <li>• early pregnancy scan or post treatment follow-up</li> <li>• 3 counsellor sessions (per cycle)</li> <li>• HFEA fee</li> </ul> <p>Package price excludes -</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• freezing of embryos</li> <li>• storage</li> <li>• additional investigations (if needed)</li> <li>• frozen embryo transfer (if needed)</li> <li>• ICSI (if needed)</li> </ul>                                           | ACUPIVF       |
| <p><b>In Vitro Fertilisation – Prepaid Three Cycles IVF Package</b></p> <div style="border: 1px solid black; border-radius: 10px; background-color: #8e44ad; color: white; padding: 5px; display: inline-block; margin: 10px 0;"> <p><i>New from 1st September 2023</i></p> </div> <p><u>Please note -</u><br/>IVF may be changed to ICSI (intracytoplasmic sperm injection) as late as the day of egg collection. The difference in cost (£1,675, the ICSI supplement) will be charged accordingly. This will need to be paid prior to embryo transfer.</p> <p>If your cycle results in freezing of all embryos due to clinical decision, post treatment consultation your cycle will be deemed completed.<br/>Your subsequent Frozen Embryo Transfer will be a chargeable procedure at the cost of £1,800 (£1,885 including the HFEA £85 fee). This will need to be paid upon booking the Frozen Embryo Transfer</p> | <p><b>£10,532</b><br/><b>(£10,787 including 3 x £85 HFEA fee)</b></p> <p>Package price includes (for each cycle) -</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• Blastocyst culture</li> <li>• fresh embryo transfer</li> <li>• early pregnancy scan or post treatment follow-up</li> <li>• 3 counsellor sessions (per cycle)</li> <li>• HFEA fee</li> </ul> <p>Package price excludes (for each cycle) -</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• freezing of embryos</li> <li>• storage</li> <li>• additional investigations (if needed)</li> <li>• frozen embryo transfer (if needed)</li> <li>• ICSI (if needed)</li> </ul> | ACUP3IVF      |

## Section C - Treatment Cycle Packages (cont.)

### Important Notes - Prepaid Three Cycles IVF Package

- All three cycles of treatment must be completed within 12 months
- The package discount is applied on the third cycle
- If pregnant after the first cycle or the second cycle, patients are entitled to a refund on remaining cycles. Refund amounts are as follows and include HFEA fees -

Pregnant after the first cycle (refund of second and third cycles)

Refund value = £6,792

Pregnant after the second cycle (refund of third cycle)

Refund value = £2,797

Section C - Treatment Cycle Packages (cont.)

| Service                                                                                                                                                                                                                                                         | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Our reference |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Intra-Uterine Insemination - IUI (per cycle)</b>                                                                                                                                                                                                             | <b>£1,050</b><br><br>Package price includes – <ul style="list-style-type: none"> <li>nurse consultation</li> <li>pelvic ultrasound scans</li> <li>preparation of sperm sample</li> <li>intra-uterine insemination procedure</li> <li>early pregnancy scan</li> </ul> Package price excludes – <ul style="list-style-type: none"> <li>Consultation fees</li> <li>blood tests</li> <li>medications</li> <li>additional investigations (if needed)</li> </ul>                                   | ACUPIUI       |
| Service                                                                                                                                                                                                                                                         | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Our reference |
| <b>Intra-Uterine Insemination – Prepaid Three Cycles IUI Package</b><br><br><div style="border: 1px solid black; border-radius: 10px; padding: 5px; display: inline-block; background-color: #8e44ad; color: white;"> <i>New from 1st September 2023</i> </div> | <b>£2,870</b><br><br>Package price includes (for each cycle) - <ul style="list-style-type: none"> <li>nurse consultation</li> <li>pelvic ultrasound scans</li> <li>preparation of sperm sample</li> <li>intra-uterine insemination procedure</li> <li>early pregnancy scan</li> </ul> Package price excludes (for each cycle) - <ul style="list-style-type: none"> <li>Consultation fees</li> <li>blood tests</li> <li>medications</li> <li>additional investigations (if needed)</li> </ul> | ACUP3IUI      |

| Important Notes - Prepaid Three Cycles IUI Package                                                                                                                                                                                                                                                                                    |                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>All three cycles of treatment must be completed within 12 months</li> <li>The package discount is applied on the third cycle</li> <li>If pregnant after the first cycle or the second cycle, patients are entitled to a refund on remaining cycles. Refund amounts are as follows -</li> </ul> |                                                                                |
| Pregnant after the first cycle (refund of second and third cycles)<br>Refund value = £1,820                                                                                                                                                                                                                                           | Pregnant after the second cycle (refund of third cycle)<br>Refund value = £770 |

Section C - Treatment Cycle Packages (cont.)

| Service                                         | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Our reference |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Frozen embryo transfer - FET (per cycle)</b> | <p><b>£1,800</b><br/><b>(£1,885 including £85 HFEA fee)</b></p> <p>Package price includes –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• embryo thawing</li> <li>• embryo transfer</li> <li>• early pregnancy scan</li> <li>• HFEA fee</li> </ul> <p>Package price excludes –</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul> | ACUPFET       |

| Service                            | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Our reference |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Frozen Egg Thaw (per cycle)</b> | <p><b>£2,950</b><br/><b>(£3,035 including £85 HFEA fee)</b></p> <p>Package price includes –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg thawing</li> <li>• Intracytoplasmic sperm injection (ICSI)</li> <li>• embryo transfer</li> <li>• early pregnancy scan</li> <li>• HFEA fee</li> </ul> <p>Package price excludes –</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul> | ACUPETHW      |

Section C - Treatment Cycle Packages (cont.)

| Service                                                                                                                | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Our reference    |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p><b>Egg freezing cycle</b></p>                                                                                       | <p><b>£3,650</b></p> <p>Package price includes –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• egg freeze</li> <li>• first year storage</li> </ul> <p>Package price excludes –</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul>                                   | <p>ACUPEFRZ</p>  |
| Service                                                                                                                | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Our reference    |
| <p><b>Egg freezing cycle – Prepaid Two Cycles Egg Freezing Package</b></p> <p><i>New from 1st September 2023</i></p>   | <p><b>£6,300</b></p> <p>Package price includes (for each cycle) –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• egg freeze</li> <li>• first year storage</li> </ul> <p>Package price excludes (for each cycle) –</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul> | <p>ACUPEFRZ2</p> |
| <p><b>Egg freezing cycle – Prepaid Three Cycles Egg Freezing Package</b></p> <p><i>New from 1st September 2023</i></p> | <p><b>£8,800</b></p> <p>Package price includes (for each cycle) –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• egg freeze</li> <li>• first year storage</li> </ul> <p>Package price excludes (for each cycle) –</p> <ul style="list-style-type: none"> <li>• Consultation fees</li> <li>• blood tests</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul> | <p>ACUPEFRZ3</p> |

## Section C - Treatment Cycle Packages (cont.)

### Important Notes - Prepaid Two and Three Cycles Egg Freezing Packages

- Prepaid Two Cycle Egg Freezing Packages must be completed within 6 months
- The package discount is applied on the second cycle
- Prepaid Three Cycle Egg Freezing Packages must be completed within 12 months
- The package discount is applied on the second and third cycles
- If patients do not wish to progress to complete their remaining prepaid cycles (according to package type) refund values are as follows

#### Prepaid Two Cycle Egg Freezing Packages

Refund value for second unused cycle = £2,650

#### Prepaid Three Cycle Egg Freezing Packages

Refund value for second and third unused cycles = £5,150

Refund value for third unused cycle = £2,500

| Service                                                                                                                        | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Our reference |
|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p><b>Shared Motherhood Package</b><br/>(same sex female intra-partner donation)</p> <p><i>New from 1st September 2023</i></p> | <p><b>£5,125</b><br/>(£5247.50 including £85 HFEA fee and £37.50 HFEA donor insemination fee)</p> <p>Package price includes –</p> <ul style="list-style-type: none"> <li>• nurse consultation</li> <li>• pelvic ultrasound scans</li> <li>• egg collection under sedation</li> <li>• embryo freeze</li> <li>• Blastocyst culture</li> <li>• Frozen embryo transfer (FET)</li> <li>• early pregnancy scan</li> <li>• first year storage</li> <li>• HFEA fee</li> <li>• HFEA donor insemination fee</li> </ul> <p>Package price excludes –</p> <ul style="list-style-type: none"> <li>• Consultation fees (if needed)</li> <li>• blood tests (if needed)</li> <li>• medications</li> <li>• donor screening</li> <li>• donor sperm</li> <li>• ICSI (if needed)</li> <li>• additional investigations (if needed)</li> </ul> | ACUPSMP       |



## Section C - Treatment Cycle Packages (cont.)

| Service                                                                                                                                                                      | Price and key features                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Our reference |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p><b>Follicle Tracking and Ovulation Induction</b><br/>(to support timed intercourse)<br/><b>Prepaid Three Cycles Package</b></p> <p><i>New from 1st September 2023</i></p> | <p><b>£1,500</b></p> <p>Package price includes (for each cycle) -</p> <ul style="list-style-type: none"> <li>• pelvic ultrasound scans and nurse reviews</li> <li>• Consultant oversight</li> <li>• early pregnancy scan</li> </ul> <p>Package price excludes (for each cycle) -</p> <ul style="list-style-type: none"> <li>• Consultation fees (if needed)</li> <li>• blood tests (if needed)</li> <li>• medications</li> <li>• additional investigations (if needed)</li> </ul> | ACUPFTO13     |

### Important Notes - Prepaid Three Cycles Follicle Tracking and Ovulation Induction Package

- All three cycles of treatment must be completed within 12 months
- The package discount is applied on the third cycle
- If pregnant after the first cycle or the second cycle, patients are entitled to a refund on remaining cycles. Refund amounts are as follows -

Pregnant after the first cycle (refund of second and third cycles)  
Refund value = £900

Pregnant after the second cycle (refund of third cycle)  
Refund value = £300

## Section D – Medications

| Service                                                                                                                                                                                                                                           | Price and key features                                          | Our reference |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|---------------|
| <p>Patients should be aware that the cost of drugs and medications are not included in our fertility package prices. Requirements and dosages will vary by patient and type of fertility treatment and will be discussed by your clinician(s)</p> | <p><b>Typically starting from £750 (for IVF treatments)</b></p> | Various       |

## Section E – HFEA Fees and Donor Insemination

(HFEA = Human Fertilisation and Embryology Authority, the UK's fertility regulator)

Website - [www.hfea.gov.uk](http://www.hfea.gov.uk)

| Service                                                                                                                               | Price and key features                                                                                                                                       | Our reference |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| An HFEA Licence Fee applies for IVF treatments (with or without ICSI), Frozen Embryo Transfer (FET) cycles and Frozen Egg Thaw cycles | <b>For information - £85 (this is included in our IVF, Frozen Embryo Transfer and Frozen Egg Thaw package prices)</b>                                        | ACUPHFEA      |
| An additional HFEA fee applies where donor sperm (donor insemination) is required                                                     | <b>£37.50 (this is not included in our package prices with the exception of the Shared Motherhood Package and is separately chargeable where applicable)</b> | HFEADONOR     |

## Section F – Additional Procedures and Services

| Service                                                                        | Price and key features | Our reference |
|--------------------------------------------------------------------------------|------------------------|---------------|
| Supplement for ICSI (intracytoplasmic sperm injection)                         | <b>£1,675</b>          | ACUPICISIS    |
| Assisted hatching                                                              | <b>£505</b>            | ACUPHAC       |
| Embryo glue                                                                    | <b>£265</b>            | ACUPEG        |
| IMSI (includes ICSI as part of the procedure)                                  | <b>£2,225</b>          | ACUPIMSI      |
| Endometrial scratch                                                            | <b>£265</b>            | ACUPENDO      |
| Trial embryo transfer                                                          | <b>£265</b>            | ACUPTF        |
| Early pregnancy scan                                                           | <b>£180</b>            | ACUPEP        |
| Sedation                                                                       | <b>£370</b>            | ACUSEDAT      |
| Ovarian cyst aspiration                                                        | <b>£370</b>            | ACUPOCA       |
| Surgical Sperm retrieval (price is for lab fees only, excludes Urologist fees) | <b>£1,700</b>          | ACUPSR        |
| Follicle Tracking (per scan)                                                   | <b>£150</b>            | ACUPFT        |
| Satellite ultrasound package (all scans and nurse consultation)                | <b>£755</b>            | ACUPSU        |
| Import / Export of Gametes / Embryos within the UK                             | <b>£160</b>            | ACUPGEINUK    |
| Import / Export of Gametes / Embryos outside the UK                            | <b>£370</b>            | ACUPGEOUK     |

## Section G – Freeze & Storage Charges

| Service                                                                                                                                                                       | Price and key features                                                                                                                                                                                                                         | Our reference |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Freeze and initial 12 months storage of Semen                                                                                                                                 | <b>£520</b>                                                                                                                                                                                                                                    | ACUPSFF       |
| Freeze and initial storage of Semen – 3 Year Package Price<br><br><i>New from 1st September 2023</i>                                                                          | <b>£1,135</b><br><br><i>(Year 1 £520 + Year 2 £340 + Year 3 £275)</i><br><br>A refund is available for each <u>full year</u> of unrequired storage as follows -<br>2 years of unrequired storage - £615<br>1 year of unrequired storage - £275 | ACUP3SFF      |
| Freeze and initial 12 months storage of Eggs and Embryos as part of a treatment cycle from Section C above                                                                    | <b>£725</b>                                                                                                                                                                                                                                    | ACUPEF        |
| Freeze and initial 3 year storage of Eggs and Embryos as part of a treatment cycle from Section C above - 3 Year Package Price<br><br><i>New from 1st September 2023</i>      | <b>£1,360</b><br><br><i>(Year 1 £725 + Year 2 £340 + Year 3 £295)</i><br><br>A refund is available for each <u>full year</u> of unrequired storage as follows -<br>2 years of unrequired storage - £635<br>1 year of unrequired storage - £295 | ACUP3EF       |
| <b>Renewal</b> of Semen, Eggs and Embryo storage after expiry of previous arrangements for a further 12 months                                                                | <b>£365</b>                                                                                                                                                                                                                                    | ACUPFE        |
| <b>Renewal</b> of Semen, Eggs and Embryo storage after expiry of previous arrangements for a further 3 years – 3 Year Package Price<br><br><i>New from 1st September 2023</i> | <b>£915</b><br><br><i>(Year 1 £365 + Year 2 £295 + Year 3 £255)</i><br><br>A refund is available for each <u>full year</u> of unrequired storage as follows -<br>2 years of unrequired storage - £550<br>1 year of unrequired storage - £255   | ACUP3REF      |

## Section H – Treatment Cancellation & Abandonment

### IVF (including ICSI) and Egg Freeze Cycles

Where any attempt at egg collection takes place, even if there are no viable eggs collected or failed fertilisation occurs, **a cycle will be counted as complete whether or not a transfer is attempted.**

In the event that no embryo transfer takes place, we regret that no refund can be issued for treatment received until this point but patients will receive a £250 no transfer credit to their account.

Should treatment be abandoned for clinical reasons prior to the egg collection procedure, patients will be eligible for a partial refund of the cycle package cost. Patients will be charged for all treatment received until that date by way of £900 cancellation fee and the difference (cycle cost less £900) will remain on the patients account as a credit.

Cancellation fees are not applicable for CCG NHS funded patients. Please contact the booking team to understand the funding implications of cancelling your CCG NHS funded Fertility Treatment.

### IUI Cycle

Should treatment be abandoned for clinical reasons prior to insertion of prepared sperm, patients will be eligible for a partial refund of the cycle package costs.

Patients will be charged for all treatment received until that date by way of £600 cancellation fee and the difference (cycle cost less £600) will remain on the patients account as a credit.

Cancellation fees are not applicable for CCG NHS funded patients. Please contact the booking team to understand the funding implications of cancelling your CCG NHS funded Fertility Treatment.

### Frozen Embryo Transfer (FET) Cycle and Frozen Egg Thaw Cycle

In the event that no embryo transfer takes place, we regret that no refund can be issued for treatment received until this point but patients will receive a £250 no transfer credit to their account.

### Patient Indicated Cancellations

Prior to Nurse consultation, if patients decide to no longer proceed with treatment at The Fertility Centre we will be able to offer you a full refund of your fees as long as your Nurse consultation is cancelled with a minimum 48 hours' notice of your appointment.

Post Nurse consultation, if patients decide to no longer proceed with treatment at The Fertility Centre, before your stim start scan and starting your stimulation medication, then we will be able to offer you a full refund minus your Nurse consultation fee.

## Additional Information

### Payment Terms and contacting us

We require full payment upon booking your cycle and prior to attending your Nurse consultation. Patient's appointments will not be confirmed until payment has been received and has been fully processed to the patient's account.

Payment for treatment can be made by –

- Credit card
- Debit card
- Bank transfer
- Via our secure online payment portal (hosted by gov.uk)

Please note that if patients choose to pay by bank transfer or the online payment portal, the payment must be within our account no later than 5 working days before their appointment or treatment date.

Patient accounts are regularly checked by our booking team and we respectfully ask patients to ensure that all fees are paid in full and in good time.

If overdue amounts remain owing, patients will be contacted and their appointments will either be rescheduled or (in the event that contact cannot be made) cancelled. Please note this may be up to 24 hours before the appointment or treatment date.

Medication fees have to be paid on the day the prescription is obtained. We are only able to accept debit and credit card payments for medication.

If you require further clarification on any matters, please

- review our website <https://chelwestprivatecare.co.uk/fertility-centre/>
- or contact our booking team on 020 3315 8585
- or contact us via email at [Chelwest.acu@nhs.net](mailto:Chelwest.acu@nhs.net)

The Fertility Centre  
Chelsea and Westminster Hospital NHS Foundation Trust  
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