

Terms and Conditions

Following first contact by telephone (02921 999 100 / 01792 229995) or email (enquiries@walesweightloss.co.uk), you will be phoned within two working days by a member of our specialist weight loss surgery team to conduct your free 15-minute telephone consultation.

If you wish to progress further, an outpatient appointment for a formal consultation with one of the consultant bariatric surgeons will be arranged in either the Sancta Maria Hospital, Swansea or the Vale Hospital, near Cardiff. The fee for this consultation must be paid for in full on the day of appointment by cash, credit or debit card.

The surgery package price at which treatment is offered will be confirmed in writing following this first consultation. The price includes all your subsequent pre-operative assessments (with dietician, bariatric anaesthetist, physician, as well as other health professionals as necessary), your inpatient stay and your follow-up care.

The costs of the treatment is dependent on you having laparoscopic (keyhole) surgery, a normal post-operative recovery and not developing long-term complications beyond three months. Any treatment for complications within three months of your surgery will be covered within your package cost but any additional consultations or treatments will incur additional charges.

Following your assessment consultations, your admission date and surgery will be confirmed to you. Both the hospital at which you will be treated and your medical team must be satisfied that you do not have any pre-existing medical conditions or other factors that are likely to give rise to complications or the need for additional treatment. We reserve the right to decline treatment if it is clinically appropriate for us to do so and this decision will be final.

Dates and timescales may be subject to change but these will only be made where unavoidable and with prior notice wherever possible.

If you choose to extend your hospital stay after the consultant has advised you that there is no clinical reason for you to stay, the hospital will make an additional charge for each night that you remain in hospital. Likewise, if you request to come into hospital earlier than your planned admission, the hospital will make an additional charge.

You must pay fully for your treatment no later than seven days prior to your admission to hospital. You can pay by credit or debit card, cash, bank transfer or cheque. You must allow ten working days for a personal cheque to clear. Your personal expenses (e.g. telephone calls, visitor meals etc) and any additional charges agreed with the hospital must be settled when you leave the hospital.

A partial refund, less consultancy fees, hospital charges or a hospital cancellation fee and administration charges will be made if you cancel your surgery within seven days of your planned admission or if you decide not to proceed with treatment following your admission. In any circumstance (except where otherwise prevented by operation of law), the limit of our liability under this agreement will be the total of the fees paid by you.

Please note that as with all medical treatments, there is no absolute guarantee that you will achieve your desired weight loss with surgery. Failing to do so can be due to a variety of reasons including failing to adapt to the changes that are required in your eating behaviours and/or your lifestyle. These will explained to you before your operation.

If you have any questions in relation to these Terms and Conditions, you can contact us via info@walesweightloss.co.uk.

Welsh Weight Loss Surgery Clinic

The Welsh Weight Loss Surgery Clinic is the trading name of Weight Loss Surgery Clinic (Wales) Ltd.

Weight Loss Surgery Clinic (Wales) Ltd is a limited company (registered company number: 08621274) whose registered office is at c/o Butterfield Morgan, Druslyn House, De La Beche Street, Swansea SA1 3HJ.

The website has been designed with the purpose of offering general information about weight loss surgery and providing basic general information to patients as a means of preparing them for their anticipated care pathway.

Although very effort has been made to ensure the information that we provide is accurate, The Welsh Weight Loss Surgery Clinic cannot be held responsible for the site's accuracy or for any actions taken on the basis of the information provided on the site or for any loss suffered due to reliance on that information.

We are not able to offer specific medical advice on the website. Therefore, none of the website's content should be viewed or interpreted as offering personal medical advice of any kind.

Links Policy

Links to other websites are provided for information and convenience only. The Welsh Weight Loss Surgery Clinic cannot accept responsibility for these sites to which links are provided or the information found therein. A link does not imply an endorsement of a site, and likewise, not linking to a particular site does not imply lack of endorsement.

You do not have to ask permission to link directly to pages hosted on this site. However, we do not permit our pages to be loaded into frames on your site; pages must be loaded into the user's entire window.

You must not use The Welsh Weight Loss Surgery Clinic logo (hereafter referred to as "apple and pear") to link to our site without prior permission.

Access

We cannot guarantee uninterrupted access to this website or the sites to which it links. We accept no responsibility for any damages arising from the loss of use of this information.

Intellectual Property

The names, images and apple and pear logo are proprietary to the copyright holder. Copying our logo and any other third party logos accessed via this website is not permitted without the prior approval of the relevant copyright holder.

Virus Protection

We make every effort to check and test material at all stages of production. We cannot accept responsibility for any loss, damage or destruction to your data or your computer system that may occur whilst using material derived from this website.