

Gift of Health – Terms and Conditions

1. Purchase and Issuance

1.1 When the Purchaser buys a Gift of Health, Oryon Imaging will issue a confirmation email to the Purchaser. This email includes:

- proof of purchase,
- instructions on how the Recipient can book their Scan, and
- an optional printable message that may be shared with the Recipient.

1.2 No physical voucher or automated digital code is provided. All Gift of Health purchases are manually processed and verified by Oryon Imaging.

1.3 The Purchaser must provide the full name and date of birth of the intended Recipient at the time of purchase, so Oryon Imaging can correctly record the allocation and complete required safety checks.

1.4 The Gift of Health entitles the named Recipient to one (1) of the following scans:

- Prostate Screening MRI,
- Whole-Body Screening MRI, or
- Whole-Body Screening with Spine.

It cannot be redeemed for any other service.

1.5 All purchase-related communications are sent to the Purchaser only. Recipients will only receive direct communications once they contact Oryon Imaging and provide consent.

2. Voucher Validity

2.1 The Gift of Health is valid for 12 months from the date shown in the Purchaser's confirmation email.

2.2 The Recipient must book and attend their chosen Scan within the 12-month validity period.

2.3 Expired Gifts of Health cannot be redeemed or extended unless Oryon Imaging agrees at its sole discretion.

3. Booking the MRI Screening Scan

3.1 To redeem the Gift of Health, the Recipient must contact Oryon Imaging directly, who will help facilitate a referral request via the Scan Referral Service (SRS).

3.2 All appointments are subject to Oryon Imaging's standard availability and confirmation procedures.

3.3 Before the Scan can be confirmed, the Recipient must complete all required MRI safety questionnaires, pre-appointment screening forms, and registration information.

3.4 No appointment is confirmed until Oryon Imaging reviews and processes the referral request and issues formal written confirmation.

4. Safety and MRI Screening

4.1 MRI scans require strict safety and clinical protocols. A gifted Scan does not override clinical eligibility or safety requirements.

4.2 All Recipients must undergo standard MRI safety screening before an appointment can proceed.

4.3 If Oryon Imaging determines the Recipient is not clinically suitable for MRI imaging, the Scan will not take place, and the Purchaser will receive a full refund.

4.4 All decisions regarding medical suitability are made by Oryon Imaging's clinical team and are final.

5. Refunds, Cancellations and Amendments

5.1 The Gift of Health Voucher itself cannot be cancelled or refunded except in the case where the Recipient is medically assessed as unsuitable for the Scan (per Section 4).

5.2 Once the Recipient has booked an MRI Screening appointment (through the Scan Referral Service), Oryon Imaging's standard appointment cancellation and rescheduling policy applies:

- If the Recipient cancels **at least 48 hours before** their scheduled appointment, the appointment may be rescheduled at no additional cost, subject to Oryon Imaging's availability.
- If the Recipient cancels **within 48 hours** of the scheduled appointment, fails to attend ("No Show"), or arrives late for their appointment, both the booked appointment and the Gift of Health Voucher will be forfeited. The Voucher cannot be used again.

5.3 Any refund for medical unsuitability will be issued to the original Purchaser via the original payment method. No refunds are provided for missed, late, or cancelled appointments outside of medical unsuitability.

5.4 Rescheduling is always subject to Oryon Imaging's availability and must comply with MRI safety protocols.

6. Transferability

6.1 The Gift of Health is allocated to the named Recipient provided by the Purchaser.

6.2 Transfer to a different Recipient **before contacting Oryon Imaging to facilitate a referral request** may be permitted at the discretion of Oryon Imaging and must be requested in writing by the Purchaser.

6.3 Once a referral request has been submitted or safety screening has commenced, transfers are **not permitted**.

7. Data Protection & Privacy

7.1 Purchaser and Recipient information is stored securely within Oryon's systems and processed in accordance with Oryon Imaging's Privacy Policy and applicable data-protection legislation.

7.2 Medical information, clinical forms, safety screening, and Scan results will only be provided to the **Recipient**, unless the Recipient gives explicit written consent for sharing with the Purchaser or any third party.

7.3 Purchase-related emails are sent only to the **Purchaser**. Clinical and referral-related communications are sent only to the **Recipient**, once they contact Oryon Imaging to facilitate their referral request via SRS.

8. Oryon Imaging Rights

8.1 Oryon Imaging may update or amend these Terms & Conditions at any time. However, the version of the Terms & Conditions that was in effect at the time of purchase will apply to that specific Gift of Health Voucher. Any updates will only apply to Gift of Health purchases made after the updated Terms & Conditions are published.

8.2 Oryon Imaging reserves the right to **refuse, delay, or cancel a Scan appointment** if there are any safety, clinical, or regulatory concerns. This includes, but is not limited to:

- The Recipient being medically unsuitable for MRI or the specific Scan requested,
- Failure to meet MRI safety requirements or complete pre-appointment screening, or
- Any regulatory or legal requirement that prevents the Scan from taking place.

Decisions made under this clause are final and at the sole discretion of Oryon Imaging.