

Lenus Global Limited

Terms and Conditions of Service

Effective Date: 28th April 2026

1. About Us

Lenus Global Limited is a private healthcare provider offering mental health and wellbeing services, including psychiatric assessments, treatment, and associated services delivered in person and remotely.

2. Scope of Services

We provide services including psychiatric assessments, medication management, therapy, ketamine-assisted psychotherapy, and medical cannabis consultations. All services are delivered by qualified professionals.

3. Appointments & Booking

Appointments must be booked in advance. Patients are responsible for completing all required forms prior to attendance. Failure to do so may result in postponement.

4. Fees & Payment

All fees are payable in advance unless agreed otherwise. Pricing is confirmed prior to booking. We reserve the right to amend fees for future bookings.

5. Cancellation & Refund Policy

Cancellations made more than 48 hours in advance may be refunded or rescheduled. Cancellations within 48 hours and non-attendance are non-refundable.

6. Clinical Responsibility

Our services do not replace emergency care. In a crisis, patients must contact emergency services or their GP.

7. Prescribing & Medication

Prescriptions are issued at clinician discretion. Patients must comply with monitoring requirements and use medication as prescribed.

8. Consent & Capacity

Patients must have capacity to consent and may withdraw consent at any time.

9. Remote Consultations

Patients must ensure a suitable environment and connection. We are not responsible for technical disruptions.

10. Confidentiality & Data Protection

We comply with UK GDPR. Information may be shared where required for care or safeguarding.

11. Safeguarding

We may share information without consent where there is risk of harm.

12. Complaints

Complaints can be raised via admin@lenusglobal.com. We aim to respond within appropriate timeframes.

13. Limitation of Liability

Liability is limited to the value of services provided, except where prohibited by law.

14. Patient Responsibilities

Patients must provide accurate information, engage with care, and behave respectfully.

15. Changes to Terms

We may update these terms periodically.

16. Governing Law

These terms are governed by the laws of England and Wales.

17. Shared Care Agreements (GP)

Shared care is subject to GP agreement and is not guaranteed. Patients remain under private prescribing until accepted.

18. International Patients & Travel

Patients are responsible for compliance with local laws, travel arrangements, and insurance. We are not liable for international restrictions or disruptions.

19. Deposits, Cancellations & DNA

Deposits are non-refundable. Less than 48 hours' notice and missed appointments are charged in full. Repeat non-attendance may result in refusal of future bookings.

20. Contact Details

Lenus Global Limited
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