

Covid Testing Program T&Cs – UK website (updated 01 September 2021)

Covid-19 (Coronavirus) Testing – Conditions of Use

You agree that by using the Covid-19 testing services you agree to and accept these Conditions of Use. These Conditions of Use will prevail over any other terms and conditions provided to you in relation to the test.

The testing services which are available for Test on Departure, Mandatory Testing for Inbound Travel (“Green” and “Amber” tests), Test to Release and other types of testing services include:

Polymerase Chain Reaction (PCR) Swab & Saliva Test
Loop Mediated Isothermal Amplification (LAMP) Swab Test
Antigen Swab Test
Antibody Finger Prick Blood Test

The list of offered tests may change at short notice and is updated in line with clinical improvements and government regulations.

THE TESTS & SAMPLING METHODS

Swab tests include PCR, LAMP and Antigen tests:

Collecting the sample will take approximately 3 minutes and will require one of our trained staff taking a sample from you, the sampling method may be either; dual nasal swabs or swabs from the nose & throat. The purpose of the test is to pick up the presence of the actual virus in the nose.

PCR Saliva

Collecting the sample takes approximately 3 minutes and will require you to provide sufficient saliva (as per the usage instructions on the kit). The purpose of the test is to pick up the presence of the actual virus in the saliva.

Antibody Finger Prick Blood test:

Collecting the sample will take approximately 5 minutes and will require one of our trained staff taking a small blood sample via finger prick. The purpose of this test is to pick up the presence of anti-bodies manufactured by the body in reaction to infection by Covid-19.

For tests taken in advance of flight departures we aim to provide results within the following estimated timescales.

- PCR – 48 hours
- LAMP – 90 -120 mins*
- Antigen – 45 -60 mins
- Antibody – 45 -60 mins

These results timescales are not guaranteed and we do not accept any liability for any costs you may incur as a result of: a delayed test result, an inconclusive test result, a false positive/negative result or tests/results being damaged or lost.

*For Tests To Release, results for LAMP tests taken before 4pm will be available on the same day, for tests taken after 4pm, results may not be available until the next day.

A positive result indicates that the test has detected the presence of Covid-19 virus. A negative result means that the test has not detected evidence of the Covid-19 virus. Testing is a biological process involving significant complexity and variability, and consequently no testing regime for Covid-19 is 100% accurate in all cases. A negative result does not guarantee that the test subject is free of the Covid-19 virus, nor does a positive result guarantee that the test subject has active, infectious Covid-19. All testing is conducted on this basis.

Test results and any comments given by us on the results are for information only. They are not a clinical diagnosis. They are not a replacement for a full and proper medical investigation and/or a doctor’s advice. Our comments are based solely on the results in relation to what are considered normal ranges in the general population. If you have any concerns at all regarding any aspect of your health or your test results you should discuss them directly with your GP or a doctor.

Based on the results of your test(s) we may advise that you purchase a follow-up test or that you see your GP for further investigation or both. You agree that you are solely responsible for acting on such guidance, we accept no liability if you choose not to do so.

Third Party Test Certificates

Collinson test results are issued in a standard format. Where customers are able to request issuance to an alternative third-party certificate standard (for example "CommonPassSM"), the following terms and conditions apply:

Third-party certificates can be provided either to you directly or to nominated third parties if requested as part of the booking process upon the appropriate consent being provided through the acceptance of our Privacy Notice. This service is subject to technical and staff availability. Collinson assumes no liability for the use of Third Party Test Certificates or their acceptance for any intended purpose.

TEST BOOKINGS

In order to book a test you must register and book online at <https://covidtesting.collinsonassistance.com/s/login> and select the relevant test type you require. Please note that a separate profile and a unique email addresses will be required for each person booking one of our tests unless part of a group booking where one email address is nominated. The service is subject to laboratory capacity, specially trained staff and stock availability.

Group bookings:

The individual making a group booking must have required prior consent of all parties or their parent/guardian to make the booking and for test results to be sent to one nominated email address. Individuals who wish to receive their test results to a different email will need to make a separate booking. In addition, this consent will be sought in person for all aged 16 and above by the medical professional at the in-person test appointment. Any subsequent amendments/cancellations will apply to the entire booking.

Booking amendments:

Amendments to test bookings, test package bookings and bookings for entire groups are accepted any time up **until 3 hour of test appointment time**, subject to staff/product availability and test centre operating hours. Bookings are non-transferrable; any permitted amendments can only be made for the original individuals under the booking. No name changes are permitted. For the avoidance of doubt, changes to the test type or test package booked cannot be made; such changes require a new booking.

No amendments can be made to individual tests that are part of a group booking.

Amendments within a multi-test package are allowed if this does not affect the conditions of the individual tests within that package.

Booking cancellations:

Cancellation of in-person tests, test packages and group bookings require a **minimum of 3 hours' notice**. Please allow up to 14 working days for refunds to be processed. In the absence of the required notice period the booking will be forfeited, surrendering any rights to a refund. Refunds are made onto the payment card used for your booking. Vouchers or other non-monetary parts of your payment will not be refunded.

Cancellation of individual tests within a test package or a group booking is not permitted. Cancellations will apply to the entire booking.

The Mandatory Testing for Inbound Travel (for "Amber" countries arrivals, non-vaccinated travellers) is a package price for two tests. If you do not have the second test, for any reason whatsoever (other than a failing on our part), the cost is non-refundable. Please note that if a positive test result is produced for a day 2 test the results will need to be sent for genomic sequencing in accordance with Public Health England requirements. By accepting these terms, you consent to this.

We are unable to cancel or refund remote testing e.g. 'Pre-Return Video Tests' and '@home' tests as these are dispatched at the point of purchase and are therefore non-refundable.

Use of Vouchers and Discount Codes

Voucher and discount codes are subject to availability and cannot be used in conjunction with any other offer. We reserve the right to withdraw the offer at any time. We do not guarantee that vouchers and discount codes will operate to successfully apply a discount, no liability in any form whatsoever is accepted in the event that they do not. In the event of an error in a discount or voucher being applied we do not accept any liability, but in such an event please contact customer services.

We offer these tests as a possible way of satisfying the differing requirements of various countries for negative Covid-19 test results prior to travelling to their territories. The tests can also potentially be used to shorten self-isolation periods by the UK government as part of the test to release strategy. However, please note you are solely responsible for determining that the test you are taking is suitable for your particular requirements, including whether any particular test satisfies the standards you are seeking to meet (whether for entry into any particular international destination, to comply with UK legislation or the shortening of quarantine in the UK).

Whilst at the test centre you agree to abide by the rules and policies implemented by the test centre staff. We reserve the right to withdraw our services if 1) you do not conduct yourself in a reasonable manner, 2) you do not abide by the rules and policies or 3) if you fail to comply with the reasonable instructions of our test centre staff. You are required to register your attendance with reception and complete any required documentation and pay prior to being tested. Test results will be available from the results desk at the testing centre in line with the timescales above after you give your sample. If testing pre travel, you are responsible for ensuring you book a suitable slot and you arrive with enough time for the testing process to be completed in order for you to be able to check in for your flight on time.

We or our partner laboratory may be legally required to share certain information with Public Health England, or other governmental organisations, in relation to your test, including: personal information (e.g. name and date of birth); the result, whether negative or positive; and confirmation that the sample is one that the laboratory has tested for us. This information may be used as part of any test and trace service being operated by the government in your jurisdiction. Please find a link to our privacy notice [here](#). By proceeding to book a testing appointment you accept the terms of this privacy notice.

We are not able to offer appointments to anyone under the age of 16 unless for children aged 12-15 the registration process is completed by their legal guardian, written consent is provided, and a responsible adult attends the appointment. For children aged 11 years old and under the registration process must be completed by their legal guardian, written consent must be provided, and the legal guardian must attend the appointment. We are also not able to offer appointments in the following circumstances:

- If have had a positive test for Covid-19 or developed any of the symptoms of Covid-19 within 10 days prior to their appointment. Symptoms include: a new, continuous cough; a fever (temperature over 37.8°C); loss of sense of taste or smell; or new flu-like symptoms (runny or blocked nose; sore throat; shortness of breath; muscle aches and pains; headaches; overwhelming tiredness).
- If your household members or other people you have been in contact with have had a positive Covid-19 test or developed the symptoms above in the 14 days prior to the appointment.
- If you have had contact with a confirmed positive case of Covid-19 in the 14 days prior to the appointment as confirmed by the governments test and trace service, or other public health authority.
- You have returned from a country in the 14 days prior to their appointment, which requires a quarantine period under UK government guidelines.
- You reside in an area/region which is subject to a local lockdown.
- If any of the above apply to you, please wait the appropriate time period, and we will be happy to book your appointment.
- Tests at London City Airport will be only be available for Test to Release or passengers with a valid future air booking within 72 hours of the test appointment.

Summer Sale Promotion

By accepting these Conditions of Use you agree to follow the guidance provided by us and our medical partners. We accept no liability for any loss or damage caused by non-compliance with this guidance.

Offer valid from 9am Wednesday 18th August 2021 to 23:59 Thursday 30th September. Only valid for on-site UK testing. Excludes all Self-Test propositions and all Rapid PCR tests. Subject to availability. We reserve the right to withdraw offer at any time.

No partial refunds will be provided on any products that include a standard PCR test (this includes Green PCR, Amber Fully Vaccinated, Day 8 Upgrade, Amber EU & USA, Amber – Partially or Non-Vaccinated, Amber – Non-UK Residents) purchased before 9am Wednesday 18th August 2021.

Discount codes provided by one of our partners will be valid against promotional price subject to full terms and conditions.

OUR LIABILITY

To the extent permitted by law, we, other members of our group of companies and all third parties connected to us hereby expressly exclude:

1. All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity
2. Any liability for any direct, indirect or consequential loss or damage incurred in any circumstances including but not limited to: any issues experienced in relation to booking a test, non-availability of the testing services for any reason including but not limited to technology issues, the laboratory being unable to test your sample for any reason; test results not being made available to you within the stated turnaround time; tests or results being damaged or lost, inaccurate test results, you missing your flight or incurring any other loss as a result of any delay to our services, adverse or an inconclusive test result being returned, your failure to follow instructions provided to you in relation to sample collection or pre-sample preparation requirements, such as fasting; your failure to act upon our advice if we recommend that you seek medical advice or attention having taken a test; your failure to attend a pre-booked appointment.; loss or damage that is not foreseeable.
3. Liability for events outside our control. This includes but is not limited to failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by any act or event beyond our reasonable control. Our obligations under a Contract will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our control. You may cancel a Contract affected by an event outside our control which has continued for more than 30 days. To cancel, please contact us.

Our total liability to you resulting from a Contract is limited to the total value of that Contract - meaning the price of the services you paid to us.

RIGHT TO VARY THESE TERMS

We may amend the Terms from time to time as required.

OTHER IMPORTANT TERMS

We may transfer our rights and obligations under a Contract to another organisation, but this will not affect your rights or our obligations under the Terms.

This Contract is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

Each of the paragraphs of the Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

You accept that communication with us will mainly be electronic. You agree to this electronic means of communication and you acknowledge that all, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights

If we fail to insist that you perform any of your obligations under the Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

How to make a complaint

If you are dissatisfied about the products or service that we have provided, you can raise a complaint with us by email at customerrelations@collinsongroup.com. Every effort will be made to resolve any customer dissatisfaction. We'll always aim to resolve complaints in a timely manner, normally within 5 working days, but if further investigation is required, you will be informed of this and kept up to date with progress. Once we have closed our investigation, we'll write to you to communicate our outcome.

GOVERNING LAW

Please note that the Terms are governed by English law. This means a Contract for the purchase of services through our site and any dispute or claim arising out of or in connection with it will be governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction.
