

Website Terms and Conditions

Dr Wendy Stammers

Independent Lifestyle Medicine Doctor & Health Coach

Business Details

Trading Name	Doctor Wendy
Business Owner	Dr Wendy Stammers (Sole Trader)
Email	hello@doctorwendy.com
Postal Address	Cedar House, 63 Napier Street, Sheffield. S11 8HA
Website	www.doctorwendy.com

Please read these Terms and Conditions carefully before using this website or purchasing services. By accessing www.doctorwendy.com or purchasing any service, you agree to be bound by these terms. If you do not agree, please do not use this website.

1. About Us

Doctor Wendy is the trading name of Dr Wendy Stammers, operating as a sole trader in England and Wales. Dr Wendy Stammers is a qualified GP, Lifestyle Medicine Doctor and Health Coach (MBChB, DRCOG, DFSRH, Dip IBLM/BSLM, IHS Cert. Health & Wellness).

These Terms and Conditions govern your use of the Doctor Wendy website. Separate terms apply when you purchase Lifestyle Medicine and Health Coaching services.

2. Using This Website

By accessing and using this website, you agree that:

- You will use the website only for lawful purposes and in a manner that does not infringe the rights of others.
- You will not attempt to gain unauthorised access to any part of the website or its underlying systems.
- You will not use the website to transmit any harmful, offensive, or misleading content.
- You are at least 18 years of age, or are accessing the site with the supervision of a parent or guardian.

We reserve the right to suspend or terminate access to this website at any time without notice.

3. Medical Disclaimer and Nature of Services

Important: The information on this website is provided for general educational purposes only. It is not intended to constitute medical advice, diagnosis or treatment and should not be relied upon as a substitute for advice from your GP, consultant or other healthcare professional.

3.1 If you are experiencing a medical emergency, contact 999 or NHS 111 immediately.

3.2 Any articles, videos, downloads or other resources published on this website are intended for general information only and may not be appropriate for your individual circumstances.

4. Services

4.1 Service descriptions

Any articles, videos, downloads or other resources published on this website are intended for general information only and may not be appropriate for your individual circumstances.

4.2 Eligibility

Services are available to adults aged 18 and over. We may accept clients under 18 where a parent or legal guardian provides appropriate consent.

5. Booking and Scheduling

5.1 Services may be booked through the Doctor Wendy website or by direct arrangement with Dr Wendy Stammers.

5.2 A booking is confirmed once you have received written confirmation from us and, where required, the relevant signed agreements are in place.

5.3 We reserve the right to decline or cancel a booking at our discretion. In such cases, any fees paid in advance will be refunded in full.

6. Fees, Payment, and Cancellation

6.1 Fees

Current fees for our services are published on the website or confirmed in writing before services commence.

6.2 Cancellation by us

We reserve the right to cancel or reschedule services where necessary. Where this occurs, we will offer an alternative appointment or an appropriate refund.

6.3 Cooling-off period

Where services are purchased remotely (for example, online or by email), you may have statutory cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you decide to proceed with coaching services, full details of your cancellation rights, including any circumstances in which they may be reduced or lost once services have begun, will be set out in your Lifestyle Medicine & Health Coaching Agreement.

7. Intellectual Property

7.1 All content on this website, including but not limited to text, images, graphics, logos, trade marks, videos, programme materials and educational resources, is the intellectual property of Dr Wendy Stammers and is protected by UK copyright law.

7.2 You may not reproduce, copy, distribute, modify, or use any content from this website for commercial purposes without our prior written consent.

7.3 You may share links to our website and print or download content for your own personal, non-commercial use.

8. User-Generated Content and Reviews

8.1 If you submit testimonials, reviews, or feedback, you grant us a non-exclusive, royalty-free licence to use, reproduce, and publish that content on our website and marketing materials, with your first name and initial, unless you have agreed otherwise.

8.2 We reserve the right to remove any user-submitted content that we deem inappropriate, inaccurate, or offensive.

9. Third-Party Links and Services

9.1 Our website may contain links to third-party websites or integrate third-party services, such as online booking, payment or analytics providers. These are provided for your convenience.

9.2 We are not responsible for the content, privacy practices, or terms of any third-party website or service. We encourage you to review the privacy policies and terms of any third-party services you use.

9.3 The inclusion of a link to a third-party website does not imply our endorsement of that website or its content.

10. Limitation of Liability

10.1 Nothing in these Terms excludes or limits our liability for:

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation
- Any other liability that cannot lawfully be excluded under UK law

10.2 Subject clause 10.1, we shall not be liable for any indirect, incidental, or consequential loss or damage arising from your use of this website, including but not limited to loss of income, loss of data, or loss of opportunity.

10.3 We make no warranty that this website will be available without interruption, or that it will be free from errors or viruses. You are responsible for ensuring your own device is protected with appropriate security software.

11. Complaints

11.1 If you are dissatisfied with any aspect of our services or this website, please contact us in writing at hello@doctorwendy.com. We will acknowledge your complaint within 5 business days and aim to resolve matters promptly.

11.2 These services are independent private coaching services and are not part of the NHS complaints procedure.

12. Dispute Resolution

12.1 In the event of a dispute arising from these Terms or the services provided, the parties agree to attempt resolution through good-faith negotiation in the first instance.

12.2 If the matter cannot be resolved through negotiation, the parties agree to consider mediation before pursuing formal legal proceedings.

13. Privacy and Data Protection

Your use of this website is governed by our Privacy Policy, available at www.doctorwendy.com/privacy-policy. The Privacy Policy forms part of these Terms and Conditions. By using this website, you acknowledge that you have read and understood our Privacy Policy.

14. Website Accessibility

We are committed to making our website accessible to all users. If you experience difficulty accessing any part of our website, please contact us at hello@doctorwendy.com and we will do our best to assist you.

15. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time. The current version number is shown in the footer of this document. Your continued use of this website following any changes constitutes your acceptance of the updated terms. We recommend reviewing these Terms periodically.

16. Contact Us

If you have any questions about these Terms and Conditions, please contact:

Email: hello@doctorwendy.com

Post: Cedar House, 63 Napier Street, Sheffield, S11 8HA

17. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any unresolved disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.