

The UK's no.1 Mild IVF & Natural IVF specialists



CREATE[™]
Fertility

Pioneers of Mild and Natural IVF

Price and Payment Guide

Call 0333 240 7300

www.createfertility.co.uk

Who are CREATE Fertility?

| CREATE Fertility are the UK's no.1
Mild IVF & Natural IVF specialists

Our successful woman-friendly IVF focuses on the quality of eggs, not quantity. We promote a gentler approach to fertility treatment. We also know that as well as exceptional medical care, cost is an important factor when choosing the right clinic for you. That's why we offer our patients clear pricing and a range of payment options.

We want to make growing your family less stressful and more manageable by reducing the emotional, physical and financial burden associated with IVF. Our flexible funding options will find a method of payment that works for you, ensuring your focus is on your treatment and not your finances. For more information on our payment options, turn to page 3.

Why should CREATE Fertility be your first choice?



FOCUSED ON YOU

Our gentler fertility treatments focus on the health outcomes and well-being of the mother and baby; reducing the burden, risks and side effects of treatment.



LEADERS IN MILD IVF AND NATURAL

CREATE Fertility are leading the way in Mild and Natural IVF advancement in the UK. Our medical and scientific team are at the forefront of research in approaches, aiming to make fertility treatment safer for mother and baby.



EXCELLENT SUCCESS RATES

For us, successful treatment means: giving you a personalised treatment plan with minimal medication, resulting in better health outcomes for mother and baby.



LED BY MEDICAL EXPERTS

Our doctors, nurses and embryologists are all highly qualified, experienced and have been trained in our methods by Professor Nargund, Professor Campbell and their senior colleagues, meaning that you are always in good hands.

Fertility Treatment Costs

We understand how important the cost of treatment is when you're considering paying privately for IVF, and we want to explain all your options as clearly as possible.

INDIVIDUAL TREATMENTS, INDIVIDUAL PRICING

Our treatments are tailored to your individual fertility needs, so costs are calculated on a bespoke basis. We treat each of our patients as individuals rather than adopting a 'one size fits all' procedure and price. The costs below are a guide only.

PRICE PROMISE – At CREATE it's important to us that our patients feel they've made the best choice when it comes to investing in fertility treatment. We work tirelessly to reduce costs, so whatever your circumstances, you will always receive the highest quality treatment.



- ✓ **HONESTY** – Before you start your treatment, we provide clear and accurate information on the cost of your individual treatment and what you require for the best chance of success.
- ✓ **TRANSPARENCY** – We take every care to ensure you have a full understanding of how your treatment costs are broken down with all required fees explained.

SINGLE CYCLES

To help you understand how individual pricing is comprised, we provide a treatment/cycle price and then an estimated total price so that you have full details before making any decision.

REQUIRED ADDITIONS

For full details of what is included and excluded from your treatment or cycle please visit www.createfertility.co.uk/costs

MALE FACTOR – If you have a fertility issue due to a male factor, you may require additional support and treatments such as ICSI.

MULTI-CYCLE – Some patients may be recommended to have our 3 Cycle Treatment Package to give them the best chance of having a child in their circumstances. We explain the specific details of this during your Initial Consultation & Scan.

Payment plans available on treatment packages over 12, 24 & 36 months*

- ✓ Reduce the financial burden with easy to manage monthly payments
- ✓ 3 minute digital application process
- ✓ 0% interest available on 12 month plan

*Minimum of 20% deposit required. 0% interest on 12 month payment plan. 9.9% interest on 24 & 36 month payment plans.

For more information, contact our support team on:

0333 240 7300

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To book call 0333 240 7300 or visit createfertility.co.uk | Terms and conditions apply. Please see our website for details. Please note: Clinical criteria applies to all IVF treatments. | Exact pricing given in consultation. | CFWPGB2JUN24

PRICE GUIDE

Our aim at CREATE Fertility is to provide you with an outstanding level of medical care, whilst ensuring that we offer you transparent pricing and a range of payment options to help make financing your treatment more manageable.

The cost of your treatment will vary depending on your circumstances and a complete price breakdown will be given after the Initial Consultation and Scan when we have a better understanding of your individual needs.

MEDICAL CONSULTATIONS AND ADVANCED FERTILITY SCANS

Initial consultation and fertility assessment scan – A consultation with an IVF specialist consultant (£185) and a complete pelvic scan (£225) to indicate suitability for IVF and most appropriate treatment plan. – In some circumstances patients may require further exploration and fertility tests such as Hysteroscopy (£2,100), HyCoSy (£495), Thyroid blood tests (£55) or other Genetic Tests such as Karyotype (£295), Y Deletions (£195) or Cystic Fibrosis (£295). These will be an additional cost, exact costs will be discussed at consultation based on patients' individual needs.	£200–410
Follow-up consultation – With an IVF specialist doctor.	£225
Follow-up scan – After an unsuccessful cycle it may be necessary to have a follow up scan to assess other alternative treatment options.	£250

DIAGNOSTIC TESTS

Detailed semen analysis – An expert semen analysis assessing sperm density, morphology and mobility.	£195
HyCoSy – Ultrasound guided test to assess the patency of the fallopian tubes.	£495
Saline Sonography – Specialised test for the assessment of uterine cavity.	£450

STIMULATED IVF (Mild)

The descriptions for each cycle explains what is included in the cycle. There are also a number of additional costs that need to be added to your treatment. These are for medication, blood tests, sedation and HFEA fees that are not included in the cycle price. There maybe future treatments and services required as part of your ongoing treatment plan. Exact costs will be discussed at consultation based on patients' individual needs.

CYCLE	IVF • Includes – monitoring scans, clinical advice, treatment plan consultation, egg collection, embryology, blastocyst culture (if appropriate), fresh embryo transfer, pregnancy test and early pregnancy scan.	£3,895
	IVF Cycle + closed culture incubation (Embryoscope) • Includes – monitoring scans, clinical advice, treatment plan consultation, egg collection, embryology, blastocyst culture (if appropriate), fresh embryo transfer, closed culture incubation (Embryoscope), pregnancy test and early pregnancy scan.	£4,495
	IVF Cycle support package • Includes – 2 screening blood tests (Hepatitis B, Hepatitis C & HIV), monitoring bloods & blood tests (Oestradiol & Luteinizing Hormone), Counselling (elective), sedation by consultant anaesthetist and HFEA fee.	£1,405
	ICSI (in addition to package fee per cycle)	£1,375
3 CYCLE PACKAGES	3 IVF Cycles • Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), 1 embryo transfer, pregnancy test and early pregnancy scan.	£9,160
	3 IVF Cycles + closed culture incubation (Embryoscope) • Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), closed culture incubation (Embryoscope), 1 embryo transfer, pregnancy test and early pregnancy scan.	£9,930
	3 IVF Cycles + PGT–A Preimplantation Genetic Testing • Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), PGT–A Preimplantation Genetic Testing set up fee (including embryo biopsies), 12 months biopsy storage, frozen embryo transfer, pregnancy test and early pregnancy scan. Additional costs– testing per embryo (£350) and biopsy sample annual storage (£495).	£11,110
	3 Cycle support package • Includes – 2 screening blood tests (Hepatitis B, Hepatitis C & HIV), monitoring bloods & blood tests (Oestradiol & Luteinizing Hormone), Counselling (elective), sedation by consultant anaesthetist and HFEA fee.	£3,275
	3 ICSI for IVF package	£3,725

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NATURAL CYCLE IVF

The descriptions for each cycle explains what is included in the cycle. There are also a number of additional costs that need to be added to your treatment. These are for medication, blood tests, sedation and HFEA fees that are not included in the cycle price. There maybe future treatments and services required as part of your ongoing treatment plan. Exact costs will be discussed at consultation based on patients' individual needs.

CYCLE	Natural/Natural Modified Cycle IVF Includes – monitoring scans, clinical advice, treatment plan consultation, egg collection, embryology, blastocyst culture (if appropriate), fresh embryo transfer, pregnancy test and early pregnancy scan.	£3,495
	Natural/Natural Modified Cycle IVF + closed culture incubation (Embryoscope) Includes – monitoring scans, clinical advice, treatment plan consultation, egg collection, embryology, blastocyst culture (if appropriate), fresh embryo transfer, with closed culture incubation (Embryoscope), pregnancy test and early pregnancy scan.	£3,985
	IVM Cycle Includes – monitoring scans, clinical advice, treatment plan consultation, egg collection, embryology, blastocyst culture (if appropriate), fresh embryo transfer, pregnancy test and early pregnancy scan.	£3,795
	Natural/Natural Modified Cycle IVF support package Includes – 2 screening blood tests (Hepatitis B, Hepatitis C & HIV), monitoring bloods & blood tests (Oestradiol & Luteinizing Hormone), Counselling (elective), sedation by consultant anaesthetist and HFEA fee.	£1,405
	ICSI for Natural/Natural Modified and IVM (in addition to package fee per cycle)	£1,275
3 CYCLE PACKAGES	3 Cycles of Natural/Natural Modified Cycle IVF Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), 1 embryo transfer, pregnancy test and early pregnancy scan.	£8,145
	3 Cycles of Natural/Natural Modified Cycle IVF + closed culture incubation (Embryoscope) Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), closed culture incubation (Embryoscope), 1 embryo transfer, pregnancy test and early pregnancy scan.	£8,910
	3 Cycles of Natural/Natural Modified Cycle IVF + PGT–A Preimplantation Genetic Testing Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, embryo freezing and storage for 12 months, blastocyst culture (if appropriate), PGT–A Preimplantation Genetic Testing set up fee (including embryo biopsies), 12 months biopsy storage, frozen embryo transfer, pregnancy test and early pregnancy scan. Additional costs– testing per embryo (£350) and biopsy sample annual storage (£495).	£10,095
	3 Cycles of Natural/Natural Modified Cycle IVF support package Includes – 2 screening blood tests (Hepatitis B, Hepatitis C & HIV), monitoring bloods & blood tests (Oestradiol & Luteinizing Hormone), Counselling (elective), sedation by consultant anaesthetist and HFEA fee.	£3,275

INSEMINATION TREATMENT –

IUI treatment involves the insertion of specially washed sperm into a woman's womb at the most fertile point in her cycle.

IUI (stimulated cycle) Includes – monitoring scans, clinical advice, sperm preparation, insemination procedure, pregnancy test and early pregnancy scan.	£1,150
IUI – 3 cycle package Includes – monitoring scans, clinical advice, treatment plan consultation, sperm preparation, insemination procedure, pregnancy test and early pregnancy scan.	£2,900
Ovulation induction/monitoring (charge per scan) An internal advanced fertility scan to assess your ovarian response and the lining of the womb.	£250

EMBRYO, EGG AND SPERM FREEZING

Egg freezing - Includes – treatment consultation, monitoring scans, clinical advice, counselling (elective), sedation, egg collection, egg freezing, 1 year storage and follow up consultation. - There are additional costs which cover medication, screening blood tests (HIV, Hep B & C), monitoring blood tests (E2 & LH) and sedation that are not included in the price stated above. The 'estimated' total cost of a treatment cycle is £6,255. - If you decide you want to use your frozen eggs in the future, you will need to pay for ICSI to fertilise the eggs and a Frozen Embryo Transfer which includes egg thawing.	£4,005
3 Cycles of egg freezing Includes – monitoring scans, clinical advice, treatment plan consultation, 3 egg collections, egg freezing, embryology, and storage for 12 months.	£9,535
1 Cycle Egg Freezing Support Package - Your support package covers all core blood tests, as well as sedation fees that are necessary for your cycle in one payment. - Includes – blood tests (HIV 1, HIV 2, Hepatitis B core, Hepatitis B surface antigen, Hepatitis C, Luteinising Hormone, Oestradiol) and sedation by consultant anaesthetist.	£1,120
3 Cycle Egg Freezing Support Package - Your 3 Cycle support package covers all core blood tests, as well as sedation fees that are necessary for your cycle at a discounted cost. - Includes – blood tests (HIV 1, HIV 2, Hepatitis B core, Hepatitis B surface antigen, Hepatitis C, Luteinising hormone, Oestradiol) and sedation by consultant anaesthetist per cycle.	£2,990
Sperm freezing	£225
Annual storage fee for eggs, embryos or sperm Per annum from the date of freezing.	£395
Embryo freezing (including 2 years of storage)	£1,140
Frozen Embryo Transfer (FET) procedure Includes – monitoring scans, clinical advice, thawing and further culture of embryos, embryo transfer procedure, pregnancy test and early pregnancy scan.	£2,495
Frozen Embryo Transfer (FET) after frozen egg thaw procedure with ICSI Includes – monitoring scans, clinical advice, thawing, ICSI, embryo transfer procedure, pregnancy test and early pregnancy scan.	£3,475

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GENETIC TESTING –

Offered on request and when appropriate following consultation and informed decision.

PGT–A – Preimplantation Genetic Testing for Aneuploidies

PGT–A Preimplantation Genetic Testing set up fee

- Includes embryo biopsies
- Additional cost to the set up fee for each embryo tested (£350)
- Additional biopsy sample annual storage (£495)
- Embryo freezing and storage not included (£845) for freezing and 1 year storage
- Additional Frozen Embryo Transfer (FET) and ICSI procedure may be required with this treatment

£1,300

PGT–M – Preimplantation Genetic Testing for Monogenic/Single–Gene Disorders

PGT–M Preimplantation Genetic Testing for single gene disorders set up fee

- Includes embryo biopsies
- Includes mandatory genetics counselling
- Additional cost to the setup fee for each embryo tested (£395)
- Additional biopsy sample annual storage (£495)
- Embryo freezing and storage not included (£845) for freezing and 1 year storage
- Additional Frozen Embryo Transfer (FET) and ICSI procedure may be required with this treatment

£2,650

ADDITIONAL AND ADVANCED SERVICES –

Offered on request and when appropriate following consultation and informed decision.

EMBRYOLOGY / ANDROLOGY	Surgical sperm aspiration (PESA/TESA)	£1,550
	• Additional costs will need to be paid for: Sedation (£355), Sperm freezing (£225), (Storage £395) and Operating Department Assistant (£250)	
	Micro–TESE	£3,000
	• Additional costs will need to be paid for: Sedation (£355), Sperm freezing (£225), (Storage £395) and Operating Department Assistant (£250)	
	Closed culture incubation (Embryoscope)	£750
	Cyst aspiration	£300
	Trial embryo transfer	£495
	Hysteroscopy	£2,100
	• Hysteroscopy treatment and tissue removal. Does not include ODA – Anaesthetist Assistant (£200), Sedation (£355). May also require Histrology (£150), Hyalobarrier Gel (£250)	
	Transfer of sperm/eggs/embryos from a UK private bank	£350
	Transfer of sperm/eggs/embryos from an international bank or clinic	£500
	DNA fragmentation for sperm sample	£550
	Sperm chromosome analysis	£550
	Combined DNA fragmentation and chromosome analysis	£900
	Applicable HFEA fee	£100
	Sedation fee per cycle	£355
	Private prescription	£60

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SPERM DONATION UK -

Donor sperm can be used in Natural/Natural Modified Cycle IVF, Mild IVF or IUI procedures.

CREATE Fertility works with several UK and overseas sperm banks. The cost of donor sperm varies and is payable directly to the sperm bank. You should estimate between £1,100 and £1,400 to purchase donor sperm (excluding courier fees).

Donor Sperm from CREATE Fertility (per ampoule)	£1,300
Donor Sperm from CREATE Fertility (3 x ampoule)	£3,540
Known Sperm Donors	
Stage 1 Implications counselling. (Charged directly through counsellor) Both patients and the donor need implications counselling separately.	£130 (per session)
Stage 2 - Medical consultation/assessment - Screening blood tests - Sperm freezing - Annual storage fee - Test thaw	£1,775
Stage 3 Post screen blood tests	£295
HFEA fee for donor sperm in IUI cycle Only applies to use of donor sperm in IUI cycle.	£40

EGG DONATION, EGG SHARING AND SURROGACY

Egg donation cycle (Aim to achieve 6 eggs) Includes – monitoring scans for both recipient and donor, clinical advice, egg collection from the donor, embryology, embryo transfer to recipient, and early pregnancy scan.	£5,950
Egg sharing cycle – recipient cost Includes – monitoring scans for both recipient and donor, clinical advice, egg collection from the donor, embryology, embryo transfer to recipient, and early pregnancy scan.	£5,950
Surrogacy cycle Includes – monitoring scans for both egg provider and host, clinical advice, egg collection from the provider, embryology, embryo transfer to host, and early pregnancy scan. The case will be presented before our Ethics Committee separately.	Contact us for details

Changes to treatment on medical grounds – Potential Additional Costs

Where a patient's medical situation necessitates changes during treatment, these may incur additional costs. While such changes may be advisable or necessary medically, you will be given material information about such changes. Information on the additional cost incurred will be given as soon as practicable. Examples include, but are not limited to the following.

*Our treatments and cycles contain specified treatments and services. There may be situations where additional tests, treatments or medicines are required which are not included within the cycle or treatment. These will be chargeable. A summary of what's included and excluded within each treatment and cycle can be found on the item description. For full details of the inclusions and exclusions and the estimated total cost of treatment please review our website at – www.createfertility.co.uk/costs.

- Cycle Medication:** Is not included within the cycle price and is an additional cost. Exact details of recommend medication and estimated costs will be given to you at consultation.
- Potential future costs:** If you have additional embryos after your embryo transfer procedure, you will be given the option to freeze them to be used at a later date. This will be an additional cost of £1,140 which includes 2 years of storage. There is an annual storage fee after the package storage has finished to keep frozen embryos stored (£395). To use frozen embryos you will need a Frozen Embryo Transfer (FET) (£2,495) which includes embryo thawing. The estimated total cost for an FET cycle including medication is £3,036.
- Elective freeze cycle – "Freeze All":** In specific cases there may be a medical need to freeze embryos called a 'Freeze all', bringing an end to the cycle at egg collection. In these circumstances you may require, embryo freezing and cryostorage (£1,140) and a Frozen Embryo Transfer (FET) procedure. In this case, the FET cycle is discounted by £400 to £2,095. The estimated total cost of a discounted FET cycle, including medication is £2,621.
- Abandoned cycles:** In the event that a Treatment cycle is abandoned prior to egg collection/embryo transfer for medical reasons, a Cancellation Fee will be incurred of £250 per monitor scan that has been completed.
- Male factor:** If you have a fertility issue due to a male factor, you may require additional support and treatments such as ICSI. The requirement for ICSI may be recommended on day of egg collection based on sperm sample quality. The cost for this is £1,375. Read more about it here – www.createfertility.co.uk/fertility-treatments/intracytoplasmic-sperm-injection-icsi
- Follow-up scans:** If you have not had a scan with us within 3 months, a follow-up scan may be required prior to commencing treatment. The scan reviews your current fertility situation to be sure nothing has changed since your last scan. this scan and consultation is chargeable (£250).
- Terms and conditions apply:** View terms and conditions at – www.createfertility.co.uk/legal/terms-and-conditions.

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KEY FACTS ABOUT OUR SERVICES

OUR TERMS AND CONDITIONS

- The Key Facts set out here bring to your attention important information about our services. Please review www.createfertility.co.uk/legal/terms-and-conditions, for full information about our terms of business.
- If you are an NHS funded patient, our terms and conditions apply, excluding details of Pricing and Payment. All terms and conditions will apply when you buy extra treatment on top of your free NHS funded treatment.

SUCCESS OF YOUR TREATMENT

- It is important to understand that no provider of fertility treatment services is able to guarantee a successful outcome or an absence of complications. Accordingly, we are unable to give a commitment that any fertility treatment that you undertake with us will lead to a pregnancy and/or will be without complications.
- Our published success rates are available on our website: www.createfertility.co.uk/our-success/success-rates and on the HFEA website.

INFORMATION WE NEED FROM YOU

- We will ask you for certain personal and medical information which we will need to provide you with treatment and a cost estimate. If you do not provide this information we cannot provide you with an accurate cost estimate and may not be able to treat you.
- You must inform us of any change in your address and/or contact details. If we are unable to contact you in order to take your instructions and/or seek payment we may not be able to provide you with Services.
- In relation to our frozen storage Services:
 - If we are unable to contact you in order to take your instructions and/or seek payment for frozen storage in accordance with our Price Guide, we may need to discard any samples you store with us.
 - We will attempt to make contact initially via telephone and email. If we are unsuccessful or do not receive instruction, we will send a letter via registered post to the address we have on file. If we are still unable to contact you after multiple attempts to take payment this may lead to your samples being discarded. It is therefore very important that you inform us immediately of any change in your contact details, including email address, postal address and telephone number and do not ignore any request for payments.

OUR SERVICES AND TREATMENT

- The first stage of assessing and diagnosing what treatment you may need is an advanced baseline scan and/ or initial consultation with a clinician. The advanced baseline scan and/ or initial consultation will be confirmed by email following booking. We will require a repeat advanced baseline scan if 3 months has elapsed from the first advanced baseline scan, which will incur an additional charge.
- After your advanced baseline scan and/ or initial consultation, if you require a fertility treatment, you will have a consultation with a member of our staff to discuss your treatment. We will send you a Costed Treatment Plan which includes information on costs. We will also give you access to review, complete and sign all relevant Consent Forms for Treatment.
- You will need to confirm your agreement to these forms and make payment to us before we provide you with treatment. In certain circumstances, including but not limited to if there is a significant time period between your treatments, we may ask you to resubmit the Financial Consent Form and Consent Forms for Treatment.
- Any treatments, techniques or tests which are not set out in your Costed Treatment Plan will need to be paid for separately. Following discussion with our staff, these will need to be paid for in advance in accordance with the 'Prices and Payment' section of this document.
- Details of how you enter into contracts with us at each stage of your treatment are set out in our terms and conditions. Please note that your contract for treatment is formed with us by making payment.

IMPORTANT CONDITIONS ABOUT OUR SERVICES

- **Time Limits:** Certain treatments have suggested time limits for when treatment must be completed. 3 and 6 cycle packages should ideally be completed within 12 months of first egg collection. If there are clinical indications or you express a preference that you would like to extend this time frame, this will be assessed on a case by case basis and you will not incur any extra costs if we agree to extend the time frame.
- **Frozen material:** Please note that:
 - Annual storage is billed on the anniversary from when the samples were first frozen. If you purchased a 3-cycle package, this will be billed from the date we first freeze a sample. For example, if you have a viable embryo after the first egg collection, annual storage would be billed on the anniversary of this date.
 - Storage is charged annually from the date of freezing, except where you pay for 'embryo freezing and storage' outside a package (this is normally following a single IVF cycle). The 'embryo freezing and storage' includes two years of freezing. In this case you will be charged annually from the second anniversary of freezing. If you use or discard your embryos completely within 1 year of freezing and you have paid for the package that includes 2 years storage, then you will be entitled to a refund of £200.
- **Medication:** You will need to pay for any medication that we prescribe for you. We will let you know about the costs of medications before you proceed with treatment. Medications will be dispensed by us or our pharmacy partner. You cannot return or receive a refund for medication once dispensed.
- **Appointments:** While we make reasonable efforts to ensure that appointments run to time, our appointments are clinical consultations and so we cannot guarantee that appointments will not be delayed.
- **Your clinician:** We cannot guarantee that you will see the same clinician on every visit.
- **Our discretion not to proceed with treatment:** We may decide, in our clinical discretion, that you are not suitable for treatment on medical grounds at any time. We may also decide in our discretion that you are not suitable for treatment if your behaviour indicates a clear and obvious lack of trust between us. We also have a legal duty to consider the welfare of the child or children that may be born as a result of your treatment, and treatment may be refused in light of concerns about such welfare.
- **Changes to treatment on medical grounds:** We may change your treatment and our contract with you on medical grounds. This includes, but is not limited to:
 - a need for ICSI
 - a change in medication doses depending on how patients respond to stimulation
 - changing the treatment protocol at short notice due to medical reasons
 - a need for elective freezing due to medical reasons and a subsequent frozen embryo transfer (see comment below)
 - a need for a blood or diagnostic test.
- While such changes may be advisable or necessary medically, you will be given material information about such changes. Any changes to treatment may incur additional costs and these will be given as soon as practicable.

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KEY FACTS ABOUT OUR SERVICES

- **Elective Freezing:** Where you have paid for a single IVF cycle which includes a fresh embryo transfer and for medical reasons it has been advised that all embryos should be frozen so that a frozen embryo transfer can take place at a later date, the following applies:
 - You will need to pay for freezing and storage above the fees paid for your cycle. Our 'embryo freezing and storage' package includes 2 years of storage. However if the samples are used within 3 months (and nothing remains frozen) you will be entitled to a refund of £600.
 - You will also need to pay for a frozen embryo transfer, which includes thawing the embryos. As the freezing was due to medical reasons you will be eligible for a £400 discount on the price for a frozen embryo transfer.
- **Other changes:** We may make other changes to our services in some situations, as described in our terms and conditions. We will notify you if we make more significant changes to the services.
- **Diagnostic Tests:** If we advise you that you need any diagnostic tests before a consultation or treatment you will be offered the opportunity to arrange diagnostic tests at one of our clinics or at one of our recommended partners' clinics. If you choose to use our clinics we will provide you with our prices before you proceed.
- **Clinic location:** Location information for our clinics and services are on our website at www.createfertility.co.uk. Contact details for your clinic will be provided when you access treatment.
- **Partners:** We work with partner organisations for some treatment. We will always let you know if we recommend using partners and if the partners are sub-contractors working for us or if they work independently of us. If the partners work independently of us you will need to check their terms and conditions which will apply to your treatment with them.

PRICES AND PAYMENT

- **Website and Price Guide:** Our Website and the Price Guide, which is available from our Website, include indicative information about our Costs. We use dynamic pricing for our baseline scans which means that we adjust prices for appointments in response to our internal resources and capacity demands. The price may therefore vary depending on how soon the baseline scan is from the date of booking. The detailed Costs for all other Treatments which you will pay are set out in the Costed Treatment Plan which you will be given before entering into a contract with us for Treatment.
- **Additional costs:** Information as to any additional tests, treatments, medication or other services that may become necessary and are not included within the complete IVF package, such as pregnancy scans/blood tests, pregnancy medication, embryo freezing and storage, and any additional fees we pass on for the cost of regulation or counselling will be made available to you before you confirm that you wish to proceed with the relevant treatment.
- **Price Estimates and changes to prices:** We will provide you with a Costed Treatment Plan which will be valid for 8 weeks from the date of issue. If you decide to enter into a contract at any time during this 8 week period, you will pay the prices as set out on the Costed Treatment Plan. If you decide to enter into a contract with us at any point after the 8 week period from the date of issue, we will provide you with an updated Costed Treatment plan, which will be re-calculated at the current pricing at that time.
- **Payment in advance:** Except when you join our finance scheme (www.createfertility.co.uk/costs/payment-plans), you must make an advance payment of 100% of the price of the services in accordance with these terms except for certain treatments where you will be required to make an advance payment as a deposit as set out in your Costed Treatment Plan. We reserve the right to cancel any consultation appointment if payment has not been received.

CANCELLATIONS, RESCHEDULES AND REFUND POLICIES

- Our cancellation, reschedule and refund terms are set out in full in our terms and conditions and we draw your attention to the following:
- In relation to all cancellation and reschedule fees, please note that we only retain fees to cover the reasonable costs and losses we have incurred by virtue of your decision not to proceed with a consultation or treatment.
- Services are not refundable once performed and are otherwise subject to our terms and conditions relating to refunds and cancellations.
- After booking, if you decide not to go ahead with your baseline scan and/or initial consultation, the following terms will apply, subject to our terms and conditions:
 - If you cancel or reschedule a baseline scan with more than 72 hours' notice you will be entitled to a full refund of the costs paid or be able to reschedule your appointment. To book an appointment call **0333 240 7300** or createfertility.co.uk/contact.
 - If you cancel or reschedule a baseline scan with less than 72 hours' notice but there is more than 72 hours' until your scheduled initial consultation, you will be entitled to a full refund of the costs paid less a Cancellation Fee of £200 to cover the cost of the baseline scan.
 - If you have had a baseline scan and cancel or reschedule your initial consultation with less than 72 hours' notice, you will not be entitled to a refund.
 - If you do not attend a scheduled baseline scan or an initial consultation, you will not be entitled to a refund.
 - If you wish to reschedule the baseline scan, you may incur a charge to cover the difference in cost from your original consultation price (baseline scan and virtual consultation) and that of the new booking due to the fact that we use dynamic pricing which means that we adjust prices for appointments in response to our internal resources and capacity demands.
- We reserve the right to cancel appointments and discontinue treatment/services for non-payment of costs.
- Medications and consumables are not returnable or refundable once dispensed.
- If treatment is cancelled after a Treatment Consultation has taken place, a charge of £500 will apply. This will be taken from fees paid for the cycle. If the fees for the cycle have not been settled then you will be required to pay the £500 on request. For FET cycles and IUI cycles the amount will be £300.
- In the event that a Treatment cycle is abandoned prior to egg collection/embryo transfer, an additional Cancellation Fee will be incurred of £250 per scan that has been completed. Any other Services rendered will also have to be settled in full.
- In the event that no egg/eggs are collected at the egg collection, the cycle is considered completed and no refund will be issued.
- In the event that no embryos created from any of the treatment cycles are suitable for transfer or freezing, the cycle is considered completed and no refund will be issued.
- In the event that a frozen embryo transfer (FET) cycle does not result in suitable embryos to transfer because the embryo(s) have not survived the thawing process, a refund of £400 will be issued.
- 3 Cycle packages – Should you decide to cancel your cycle package the following charges will apply. You will be refunded the difference of the remaining costs of the cycle package you have paid less the charges set out above:
 - Cancellation prior to beginning treatment and after the treatment consultation has taken place, you will incur a £500 administration and support fee; or
 - Cancellation after 1 cycle of treatment, you will incur the cost of one cycle of treatment at the full price of treatment.
 - Cancellation after two cycles of treatment, you will incur the cost of two cycles of single cycle treatments at the full price.
 - If an ICSI package is purchased and the cycle package is not completed you will be required to pay the difference between the discounted rate of each ICSI (set out in the Costed Treatment Plan) and the standard rate of ICSI cycle per completed treatment.
 - If you opt for the IUI 3 cycle package, you are entitled to a maximum of three cycles, however, once a clinical pregnancy (foetal heartbeat) is present, you will not be entitled to further cycles within this package and you will not receive a refund for the remainder of the package.
- If we decide, in our clinical discretion, that you are not suitable for treatment on medical grounds or we decide not to treat you for any other reason following a treatment booking, then we will refund your costs paid but we will deduct from the refund a Cancellation Fee to cover the costs of the treatment booking and other costs incurred by us.

Contact our helpful patient support team today on **0333 240 7300**

To book call 0333 240 7300 or visit createfertility.co.uk | Terms and conditions apply. Please see our website for details. Please note: Clinical criteria applies to all IVF treatments. | Exact pricing given in consultation. | CFWPG2JUN24

KEY FACTS ABOUT OUR SERVICES

- If we decide for any other reason not to proceed with Treatment then we will be entitled to retain a cancellation fee.
- If you have paid for genetic testing, no refund is given once a biopsy has taken place.
- Where you have requested that we provide treatment within the statutory cooling-off period, we will perform our services as soon as the request is made. If you choose not to waive your statutory right in this way, you acknowledge that we will not perform services for you for the duration of the cooling-off period.
- Failure to pay the applicable costs for frozen storage may lead to the stored embryos/gametes being destroyed.
- Once we take payment for freezing and annual storage, we are unable to give a refund even if you decide to discard your samples part way through the year, except for as described in the 'Frozen Material' section above.
- Egg donation and egg sharing packages have additional terms and conditions. These will be provided to you if you require these services before you commence treatment.
- Where our charges are refundable a credit may be applied to your account. Otherwise, refunds are normally made within 28 days.

COMPLAINTS–HANDLING POLICY

- If you have any questions or complaints about the Services, please contact us. You can read our complaints procedure here: www.createfertility.co.uk/legal/complaints-procedure.

CONSENT AND LEGAL REQUIREMENTS

- Your clinician will discuss your treatment options with you during your initial consultation. You will need to consent to your chosen treatment(s) by agreeing to the terms of the relevant Consent Forms for Treatment via our online portal or via a paper copy prior to the start of any treatment. You must not provide your consent if you either do not agree with the statements that you are being asked to agree or if you consider that anything is unclear. You should not provide your consent until any questions that you may have are answered to your satisfaction.
- We are subject to a range of legal requirements including but not limited to consent, and these must be fulfilled for us to offer you treatment. We are entitled to cease providing you with treatment if these requirements are not satisfied.
- You may withdraw your consent after you give it by giving us reasonable notice/confirmation in writing of the withdrawal of your consent. You cannot withdraw your consent after your gametes and/or embryos have been used in treatment.
- You must inform us without delay of any change in your personal circumstances that may be relevant to your treatment and/or to the consent given by you or a partner or any other person on whose behalf you are accessing these services.
- Unless we agree with you in writing to the contrary, you and any other person on whose behalf you are acting such as a partner, and who has signed a Financial Consent Form and a Consent Form for Treatment will be jointly and severally liable for any monies owing to us in relation to that treatment. This means that we may seek payment from either of you.



Pioneers of Mild and Natural IVF

Patient support: 0333 240 7300

www.createfertility.co.uk