



Terms of Use

Policy document updated December 2025

1. Introduction

1.1 Welcome to DrOnline Ltd (“DrOnline,” “we,” “us,” or “our”). By accessing or using our website located at <https://dronline.uk> (the “Platform”) and any services offered through it, you (“you,” “your,” “User,” or “Patient”) agree to be legally bound by these Terms of Use (“Terms”).

1.2 These Terms constitute a binding agreement between you and DrOnline Ltd, a company registered in England and Wales under Company Number 14539523, with its registered office at 20–22 Wenlock Road, London, N1 7GU.

1.3 Your continued use of the Platform, including booking consultations, subscribing to services, or engaging with our clinicians, constitutes acceptance of these Terms. If you do not agree, you must immediately cease using the Platform and services.

1.4 These Terms must be read alongside our Privacy Policy, Fair Use Policy, Complaints Policy, and any service-specific terms presented at the point of booking.

1.5 DrOnline provides non-emergency, supplementary private medical services. Our services are not a substitute for NHS GP registration, NHS urgent care, or emergency medical services. In an emergency, you must call 999 or 112.

2. Service Hours and Support

DrOnline offers appointments between 7:00am and 10:00pm, Monday to Sunday (UK time). Availability may vary on UK bank holidays and will be displayed on the Platform.

Customer support is available seven (7) days a week between 9:00am and 6:00pm (UK time) (“Support Hours”). Requests received outside Support Hours will be actioned on the next working day.

3. Scope of Services

DrOnline provides private online general medical consultations via secure video calls.

Services include, but are not limited to:

- Adult GP consultations
- Paediatric GP consultations
- Sick notes and medical certificates
- Private prescriptions (where clinically appropriate)
- Referral letters
- Health assessments
- Supportive lifestyle and wellbeing guidance

All services are delivered by UK-registered clinicians practising in accordance with GMC, NICE, and applicable professional standards.

4. Clinical Governance and Limitations of Service

DrOnline operates within UK healthcare regulatory frameworks and employs clinicians who are appropriately registered and regulated.

DrOnline does not provide emergency or urgent care, does not replace NHS GP or specialist services, and does not access NHS medical records. Clinical decisions are based solely on the information provided by the patient.

We do not offer:

- ADHD assessments or stimulant medication
- COVID-19 antiviral medication (e.g. Paxlovid)
- Fertility treatment or specialist hormonal therapies
- Controlled drugs as defined by the Misuse of Drugs Regulations 2001
- Oncology, rheumatology, endocrinology, or other specialist care
- Dental treatment or antibiotics for dental infections
- Dermatology procedures or assessments requiring face-to-face examination
- Repeat prescribing for complex or long-term conditions without appropriate monitoring
- Services requiring physical examination or diagnostics that cannot be delivered safely remotely

This list is not exhaustive. Clinicians may redirect patients to NHS services or face-to-face providers where appropriate.

5. OnePlan Subscription Service

5.1 Overview

OnePlan is an annual private subscription providing access to general GP consultations.

5.2 Coverage and Use

OnePlan includes up to twelve (12) GP consultations per subscription year. Consultations must be booked using a coupon code issued by the support team. Codes may take up to 24 hours to be issued. Bookings made without a valid code will not be refunded.

Once the included consultations are used, additional GP appointments may be booked at a 20% discount off the standard price.

5.3 Included Services

- General GP consultations
- Children's GP consultations (where a children's subscription is held)
- Appointments for sick notes
- Appointments for referral letters

5.4 Exclusions

OnePlan does not include weight loss services, medicated weight management programmes, mental health assessments, or specialist referrals beyond general GP scope.

5.5 Fair Use

OnePlan is non-transferable. Misuse, including booking for another individual or sharing access, will result in immediate termination without refund.

5.6 Term and Cancellation

OnePlan subscriptions are annual and cannot be cancelled mid-term. Cancellation takes effect at the end of the 12-month subscription period.

6. FLOW Subscription Service

6.1 The FLOW subscription provides access to DrOnline's women's health and hormonal wellbeing programme.

6.2 The minimum contractual term is six (6) months. Early cancellation during the minimum term is not permitted.

6.3 After the initial term, subscriptions may be cancelled with thirty (30) days' notice.

7. Appointments, Cancellations, and Refunds

7.1 All appointments must be paid for in full at the time of booking. Patients must attend at the scheduled time. There is no grace period. If you are not present within five (5) minutes of the scheduled start time, the consultation may not proceed and may need to be rebooked at full cost.

Appointments are intended to address a single clinical issue. Patients with multiple concerns may be advised to book a longer appointment.

7.2 Cancellations

Appointments cancelled with less than 48 hours' notice are non-refundable. Appointments may be rescheduled once only and must take place within 48 hours of the original booking. If a rescheduled appointment is cancelled, refund eligibility is determined by the original booking date.

7.3 Missed Appointments

Failure to attend without notice results in a missed appointment. Missed appointments are non-refundable. For OnePlan users, missed appointments count toward the annual allowance.

7.4 DrOnline Cancellations

If DrOnline cancels an appointment due to clinician unavailability or service changes, patients may choose a full refund or a rebook at no additional cost.

8. Weight Loss Services

All patients accessing weight loss services must attend a non-refundable initial consultation. This consultation covers clinical assessment and remains non-refundable regardless of treatment eligibility.

Weight loss medication is prescribed only where clinically appropriate. No guarantee of treatment is made. Patients not eligible for medication will be offered a complimentary consultation with a nutritionist.

9. Issuance of Documents and Prescriptions

Requests for documents, referral letters, sick notes, or prescriptions submitted after 6:00pm (UK time) will be processed and issued on the next working day during Support Hours.

Issuance times are subject to clinician approval, pharmacy operating hours, and stock availability.

10. Geographic and Regulatory Limitations

DrOnline services are available only to individuals physically located within the United Kingdom at the time of consultation. Patients accessing services from outside the UK will not receive treatment, prescriptions, or safety-netting advice. Refunds will not be issued in such cases.

11. Photographic Identification Requirements

Valid photographic identification is required to access DrOnline services.

Patients under 18 must provide:

- Their own photographic ID, and
- Photographic ID of a parent or legal guardian

Failure to provide valid identification will prevent access to clinical services.

12. Payment and Refund Policy

12.1 Payment Methods

We accept payment via major credit and debit cards, Apple Pay, and any additional payment methods displayed on the Platform, including subscriptions and direct debit arrangements where available.

12.2 Refund Processing

Refunds are issued only to the original payment method. Refund requests will be acknowledged within five (5) working days and processed within five to seven (5–7) business days if approved.

12.3 Subscription Refunds

OnePlan subscriptions are refundable within 14 days only if no consultations have been used. Once any service has been accessed, subscriptions become non-refundable. No partial refunds are issued for unused subscription periods.

13. Technical Requirements and Responsibilities

Users are responsible for ensuring their device supports video consultations, including internet connectivity and audio-visual capability. Technical failures on the user's side are not eligible for refunds.

14. Service Availability

Services are provided on an “as is, as available” basis. Availability may be affected by maintenance, public holidays, or clinician capacity.

15. Clinical Discretion and Duty of Care

Clinicians may refuse or defer treatment, prescriptions, referrals, or documentation where this is clinically inappropriate, unsafe, or outside regulatory guidance.

16. Privacy and Data Processing

Personal data is handled in accordance with the Data Protection Act 2018, UK GDPR, and our Privacy Policy. DrOnline uses third-party platforms such as Semble and SignatureRx for clinical documentation and prescription fulfilment.

17. DrOnline Rewards Programme

Participation in DrOnline Rewards is optional. Members may receive promotional offers, surveys, or invitations to provide feedback. Users may opt out at any time without affecting access to clinical services.

18. Complaints and Dispute Resolution

Complaints should be submitted in accordance with our Complaints Policy. Unresolved disputes may be escalated to CEDR. Users retain the right to pursue legal action where appropriate.

19. Pilot Services

DrOnline may pilot new services, features, or service models from time to time. Pilot services may have limited availability, modified terms, or capacity restrictions. Where a pilot service cannot be fulfilled, users will be offered a refund or rebooking.

20. Amendments to These Terms

DrOnline may amend these Terms to reflect legal, regulatory, or operational changes. Material changes will be communicated via the Platform or email. Continued use of services constitutes acceptance of the amended Terms.

21. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

22. Third-Party Websites

The Platform may contain links to third-party websites. DrOnline is not responsible for their content or policies.

23. Contact

Email: info@dronline.uk

Phone: 07893 947543