

Terms and Conditions – Ear Microsuction

Last updated: 06/11/2023

Please read these Terms and Conditions ("Terms"; "Conditions"; "Terms of Use"; "Terms and Conditions") carefully before using Nimbuscare's earwax removal service (the "Service") operated by Nimbuscare Ltd.

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service. By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the "Terms" then you may not access the "Service".

1. Description of Service: Microsuction is the procedure of choice for ear wax removal as it has been found to be safer and more effective than ear irrigation (syndring). There is a lower risk of infection, and the procedure avoids contact with the internal ear structures. Microsuction uses a small vacuum to suck out the wax from the ear canal. Please note that this clinic appointment is not diagnostic; it is for the removal of ear wax only.

2. Eligibility and exclusion criteria: You must be 18 years old or over to use this service. The only exclusion criteria are if you have had a tympanic membrane (ear drum) perforation within the last 10 months or surgery to the ear within the last year (excluding grommet insertion). If you have severe tinnitus this may not be the appropriate procedure for you but you can discuss this with the practitioner if you decide to book the appointment. We do ask that you do not attend the clinic if you are unwell with an infectious illness, or less than 48 hours following diarrhoea and vomiting. This is to prevent the spread of infection. It is safe to have microsuction with a possible or confirmed ear infection, as often the wax needs to be cleared for the infection.

3. Appointment booking and cancellation: To book an appointment, you can use our online booking form via www.nimbuscare.co.uk. Alternatively, you can call Acomb Garth Community Care Centre on 01904 943 690. Please choose a suitable day/time for your appointment. You will be required to pay a £20 deposit to book the appointment which will act as the consultation fee for your visit.

You can change or cancel your appointment 24 hours before your scheduled time. If cancelling within this timeframe you will be offered a refund of the £20 consultation fee and there will be no further charges. We will be unable to provide a refund if you cancel with less than 24 hours notice.

4. Informed consent and risks: Microsuction can help to remove symptoms associated with excessive earwax. This can include some hearing loss or muffled hearing, earache or discomfort, tinnitus (ringing or buzzing in the ears), and dizziness or imbalance. As with all procedures there are risks, however these are minimal. Some people may feel dizzy following the procedure as structures within the ear can affect balance. For this reason, we advise you to consider your travel arrangements prior to the procedure, as you should not drive while dizzy.

You must provide informed consent before the procedure, which may include signing a consent form.

5. Payment and Fees: Our service is £50. This is for microsuction of both ears. We are unable to offer a discount for people requesting or needing microsuction in one ear only. You will be required to pay the £20 consultation fee when booking your appointment. The remaining £30 will be paid on successful completion of the procedure, or following a second attempt (if advised by the clinician). If after a consultation, our healthcare professional deems ear suctioning inappropriate for your ear care, you will not be required to pay the additional £30 and the £20 already paid will be your consultation fee.

6. Client Responsibilities: Please prepare for your appointment by using olive oil drops from your local pharmacy in the affected ear; 2-3 drops twice daily for the 7 days preceding your procedure. Sodium bicarbonate 5% drops may be used as an alternative. This treatment is to soften the wax which will in turn

help in providing successful microsuction. Be aware that if you do not use ear drops and microsuction cannot be performed, you will still be charged for your appointment and you will not be entitled to a refund or an additional appointment free of charge. You will be required to book another appointment.

Occasionally it can take more than one attempt to suction the ear; if this is the case, the clinician may advise you to continue with drops for another 7-14 days before a second attempt. We would like to offer some general ear care advice; NEVER insert cotton buds into the ear canal as this could push wax further into the ear, or worse, perforate the ear drum. We would advise never to put anything smaller than your elbow into the ear.

If you continue with hearing loss, or other related symptoms such as tinnitus, following successful microsuction, you should visit your general practitioner (GP) for review as it is likely that there will be other factors causing your symptoms.

After the ear suction, we may provide you with some aftercare instructions, such as avoiding excessive water exposure or using ear drops to maintain ear health.

7. Provider's Responsibilities: We adhere to strict safety and hygiene protocols to ensure your well-being. Our healthcare professionals are highly trained and experienced in providing ear suction services and we prioritise patient safety and comfort throughout the entire process. This Service is performed by qualified healthcare practitioners.

8. Privacy and Data Protection: Please see our privacy policy [here](#) to understand how we may handle, store, and protect your data. Please note that in booking this appointment, you are giving consent for Nimbuscare to record and share information on your clinical record. This will be viewable by your GP.

9. Liability and Disclaimer: Your use of the Service is at your sole risk. The Service is provided on an “AS IS” and “AS AVAILABLE” basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.

10. Intellectual Property: The service and its original content, features and functionality are and will remain the exclusive property of Nimbuscare Ltd.

11. Termination or Modification: Nimbuscare reserve the right to terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

12. Governing Law: These Terms shall be governed and construed in accordance with the laws of United Kingdom without regard to its conflict of law provisions. Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

13. Changes: We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion. By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

Please get in touch if you require this document in large print.