

# OUR CHARGING POLICY

We have an entirely transparent charging policy.

At Hearing Healthcare Practice, our single aim is to ensure clients are delighted with our service and the results we achieve with them. Nothing less than a perfect 10 will do! Our award-winning approach has resulted in the highest rates of client satisfaction in our profession, with Hearing Healthcare Practice recognised as representing the very best in independent audiological care.

Due to the hours we devote to every client's hearing and well-being, our work is heavily people intensive.

This investment in time is matched by our investment in the most skilled audiologists and state-of-the-art testing facilities, all housed in our purpose built, relaxing consulting rooms. We are also committed to continually improve our offering, supported by robust scientific and clinical evidence.

This commitment is reflected in the costs we incur and, in turn, the charges we pass on, so we can continue to provide an unrivalled, exceptional level of service.

We are supremely confident that no other hearing care provider delivers better value or has more experience than Hearing Healthcare Practice. As a result, we ask clients to be aware that although they may occasionally find some hearing technology we've specified at a seemingly lower cost, they should take care not to be misled by offers which simply don't compare like-for-like. It is not in the interests of other providers to promote transparency and what they may omit from their service delivery.

Our charging policy recognises the importance of our audiologist's skill, expertise, experience, time and dedication which we believe are incomparable.

We'd be happy to discuss any aspects of our work and the differences in our approach.

