Provider membership agreement and policies

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A directory and promotional service for treatment providers. Submission is free. An approved application is followed by a written order and payment link; publication requires confirmed payment, satisfactory verification and written profile approval.

Package schedule

Standard £349 per physical centre per month

Three-month minimum £1,047. No setup fee. All invoices in GBP. IRN is not currently VAT registered.

• One profile for one physical centre, including an initial gallery of 8–12 images, supplied team information, programme information, fees, suitability information, FAQs and a link to the centre website.

• A centre-specific enquiry route. IRN reviews enquiries and shares them with the named centre only through the agreed lawful and secure process.

• One centre-focused promotional activity in each membership month: a social post on an agreed IRN channel, or a newsletter feature where agreed in the order summary. A newsletter feature contains a centre introduction, one supplied image and a link to the profile.

• Inclusion in relevant shared campaigns at IRN’s editorial discretion, without a guaranteed additional placement or advertising budget.

• Reasonable factual profile updates and a monthly report of delivered promotion, measured visits, website clicks and valid enquiries where those measurements are available.

Premium £699 per physical centre per month

Three-month minimum £2,097. No setup fee. All invoices in GBP. IRN is not currently VAT registered.

• The same core profile, factual checks, enquiry handling, updates and monthly reporting as Standard.

• Two promotional activities in each membership month: one newsletter feature with a centre introduction, one supplied image and a profile link; and one centre-focused social post on an agreed IRN channel. The newsletter placement is a clearly identified section, not an exclusive email to the whole mailing list.

• Rotating, clearly labelled sponsored visibility within the relevant country or category. The order summary identifies the placement and rotation before payment. It is not a permanent first position, exclusive territory or clinical ranking.

• One original launch feature of approximately 400–600 words, linked to the profile and clearly labelled where promotional. Factual accuracy is reviewed quarterly while membership continues. This does not include a new article every quarter.

• Homepage sponsorship is not included. Any homepage placement requires a separate written offer and price.

Membership agreement

This agreement is between Insight Recovery Network Ltd (IRN), company number 16813825, of 17 Cavendish Crescent, Newquay, United Kingdom, TR7 3DS, and the provider business named in the application and approved order summary. It is a business-to-business directory and promotional service for one physical treatment centre. It does not purchase treatment, clinical endorsement or referrals.

The agreement comprises the approved order summary, these membership terms, the package schedule, the content licence, provider standards, payment and cancellation policy, and enquiry handling policy. The provider privacy notice explains how personal information is used; acknowledging it is not a blanket consent to processing. A written, mutually accepted order variation takes priority only for the item it expressly changes.

The person submitting the application must be authorised to act for the provider. The provider's legal name, registered or business address, centre address, authorised representative and work contact details must be recorded before IRN issues the order summary. Each additional physical centre requires a separate order.

Application approval and payment

Submitting an application is free and does not take payment, start billing, create a paid membership or authorise publication. IRN reviews eligibility and may request evidence or decline an application. Initial application approval means the provider may proceed to the commercial and verification stages. It is not accreditation, a recommendation or approval to publish.

If IRN approves the application to proceed, IRN sends an order summary and payment link to the authorised business contact. The summary states the selected package, one-centre scope, monthly GBP price, three-month minimum total, applicable tax position, promotional formats and placements, any agreed variations, the document version and the offer expiry date. The provider receives a copy of the terms before payment. A changed package, price or document version requires fresh recorded acceptance.

The paid agreement is formed when the provider accepts the final order and terms and IRN receives the first month's payment. IRN confirms receipt. An issued invoice, payment screenshot or pending transfer is not proof of received funds. IRN does not start chargeable preparation until payment is confirmed and the provider has asked IRN to begin.

After payment, IRN completes verification and prepares the profile. The provider must approve the proposed public content in writing. IRN then confirms publication and the service start date. Payment alone never causes automatic publication. If IRN ultimately declines the application or cannot publish for a reason attributable to IRN, all pre-publication payments are refunded.

Service period and cancellation notice

There is no setup fee. Membership is billed monthly in advance and has an initial minimum term of three calendar months from the date the profile first goes live. The first payment is credited to the first live month. The second payment falls due one calendar month after publication; there is no second charge merely because the profile goes live.

After the minimum term, membership continues monthly until cancelled. Either party may give at least one calendar month's written notice to info@insightrecoverynetwork.com or the provider's recorded notice address. A provider may serve notice during the initial term, with the earliest ordinary termination date at its end.

After the initial term, cancellation takes effect one calendar month after valid notice, or a later date requested by the provider. Where that date falls within a prepaid month, IRN refunds the unused portion on a daily basis. The final

amount and end date are confirmed in writing. A calendar month means the corresponding date in the following month, or its final day where that date does not exist.

The initial minimum commitment is £1,047 for Standard or £2,097 for Premium, paid in three monthly instalments at the current tax position. The early withdrawal and IRN failure rights below take priority where they apply. There are no admission commissions, percentages of treatment fees or per-enquiry charges under this agreement.

Invoices and payment administration

All prices and invoices are in pounds sterling. IRN is not currently VAT registered and does not currently charge VAT. If VAT becomes chargeable, IRN will explain the lawful treatment and revised total in advance. Any price or tax-related increase requires at least 45 days' notice and the provider may end membership before the increase takes effect, without an early-exit charge, including during the initial minimum term.

The order summary identifies the approved payment method. Recurring card collection requires a separately disclosed payment mandate; accepting these terms alone does not authorise use of a stored card. Bank transfer is available only where IRN supplies verified account details through the agreed channel. The provider bears charges imposed by its own bank or currency conversion service, so IRN receives the invoiced GBP amount.

A payment query should be raised promptly and the undisputed amount paid on time. For a missed renewal, IRN issues a written reminder and allows seven calendar days to resolve it before pausing paid promotion. If unresolved after 30 calendar days, IRN may terminate on written notice. IRN does not impose an unagreed collection fee or debit another payment method without authority.

Package upgrades, paid advertising budgets, extra centres and homepage sponsorship require a separate written agreement. Neither an upgrade nor a price rise is automatic. Prices will not increase during the initial term except where the tax provision above applies.

Withdrawal refunds and service problems

If IRN declines the application at any point before publication, the provider receives a full refund. If the provider withdraws before IRN begins agreed preparation, the provider also receives a full refund.

If the provider withdraws after asking IRN to begin paid preparation but before publication, IRN may retain only reasonable, documented preparation costs, capped at 50% of the first month's payment. At least 50% is refunded, and more is refunded where the evidenced costs are lower. No further monthly payments or minimum-term charges become due. This is a cancellation adjustment, not an additional setup fee.

IRN provides the calculation and processes an agreed refund within 14 calendar days, normally through the original payment route. The provider is not charged a payment-processing deduction by IRN. Its bank may have separate settlement or currency-conversion arrangements.

After publication, ordinary cancellation follows the minimum-term and notice provisions. If IRN materially fails to provide the agreed service, the provider can ask in writing for it to be corrected. If IRN does not correct a remediable failure within 14 calendar days, or the failure cannot reasonably be corrected, the provider may terminate without future minimum-term charges and receive a refund for the undelivered service.

If a contracted promotional activity is missed for a reason attributable to IRN, the provider may choose replacement delivery within the next 30 calendar days or a proportionate credit or refund. The remedy must reasonably reflect the missing activity; an unrelated post is not a substitute without agreement. These remedies do not remove rights or liabilities that cannot lawfully be excluded.

Materials and publication timetable

The provider should supply outstanding materials within seven working days after IRN sends the complete checklist and submission instructions. IRN can agree an extension to 14 working days or a reasonable alternative in writing. The deadline is a preparation target, not an automatic forfeiture of payment.

IRN sends a proposed timetable after payment and receipt of sufficient materials. The normal target is a first profile preview within ten IRN working days after complete materials and satisfactory evidence are available. If checks or external evidence cause delay, IRN explains the reason and agrees a revised date. The membership clock does not run before publication.

The provider should respond to a preview within five working days. Silence is not approval. If materials or approval remain outstanding for 30 calendar days, IRN contacts the provider to agree an extension or close the application under the pre-publication refund policy. No ongoing subscription is charged while the listing remains unpublished.

Only material explicitly identified for public use is eligible for publication. Work contact details, licences, insurance evidence and internal correspondence remain private unless a specific item is expressly approved for publication. The provider must not send patient records, identifiable patient photographs, identity documents or payment-card details through the application.

Content and image licence

The provider grants IRN a non-exclusive, worldwide, royalty-free licence during the membership to reproduce, display, distribute and adapt the supplied and approved public materials solely to prepare, operate and promote the centre’s listing and the IRN directory. Permitted channels are the IRN website and related articles, newsletters, social channels and promotional campaigns agreed within the purchased service. Ownership remains with the existing rights holder.

IRN may resize, crop, compress and format images, and edit text for length, clarity, accessibility and factual presentation. IRN must not materially misrepresent the centre, invent clinical claims, alter a person’s apparent identity or imply an endorsement not given. Material changes to services, claims, quotations or pricing require provider approval before publication. Routine formatting and correction of obvious typographical errors do not require repeated approval.

The provider confirms that it owns the materials or holds permissions wide enough to grant this licence, including the photographer’s or creator’s rights and any required permissions for identifiable staff. It identifies attribution requirements and other restrictions before use, informs relevant colleagues about the privacy notice and promptly reports a rights dispute. Supplying a photograph is not, by itself, evidence that all rights have been obtained.

IRN may permit its hosting, design and distribution suppliers to process the materials only to deliver these purposes, under appropriate confidentiality and data arrangements. The licence does not allow unrelated resale, unrelated endorsements, or licensing the materials for model training.

On termination, IRN stops new promotional use and removes the active paid profile and controlled promotional placements within 30 calendar days, or sooner where safety, rights or data protection require it. Already delivered emails and printed copies cannot be recalled. Necessary contract and acceptance evidence may be retained privately. Any continuing public case study or new promotional use requires separate permission; obsolete content must not imply current membership.

Provider standards and notification policy

The provider remains responsible for its own suitability assessments, admissions, clinical treatment, staffing, safeguarding, insurance, licensing and applicable local law. Membership does not appoint IRN as its clinical supervisor, agent or regulator. IRN remains responsible for its own services and representations.

The provider gives a meaningful first response to a valid enquiry as soon as practicable and within one working day of receipt. An automatic acknowledgement alone is insufficient. The provider supplies its time zone, business days, contact hours and cover arrangements. It must not imply that its admissions inbox or the IRN directory is an emergency service.

Prices, inclusions, exclusions, availability and clinical cover must be accurate. Planned material changes must be reported before they take effect where reasonably foreseeable; other routine material changes must be reported within one provider working day of becoming known. The provider must not advertise a place or service it knows is unavailable.

The provider notifies IRN without undue delay and within 24 hours of becoming aware of a serious incident or restriction that materially affects safety, licensing, lawful operation, admissions or the accuracy of its listing. Examples include licence suspension, a serious safeguarding concern affecting service safety, closure, a regulatory prohibition or loss of essential clinical cover. This 24-hour outer limit applies at weekends. Notification to IRN does not replace statutory or regulator reporting.

The initial notice states the centre, nature and date of the issue, service impact, action taken and a responsible contact. It must avoid patient names, medical records and unnecessary personal details. IRN may pause relevant promotion or the listing promptly while the implications are checked. Staff must use their own emergency and safeguarding procedures rather than wait for IRN to respond.

Provider working days follow the centre’s declared local business calendar. IRN working days are Monday to Friday excluding public holidays in England. Safety and restriction notices use the 24-hour rule, not a working-day calculation.

Verification advertising and claims policy

IRN distinguishes provider-supplied claims from checks actually completed. Checks may cover business identity, public registration, licensing documents, professional credentials and relevant evidence. The scope and date of any displayed check must be stated. An IRN visit means an in-person visit; a video tour is not described as a visit.

Payment does not buy clinical credibility, an approval badge or a favourable verification outcome. Any visit service and travel costs require a separate quotation and do not guarantee a favourable result. Membership does not certify that a centre is suitable for a particular person.

Paid prominence and promotional features are clearly labelled as advertising or sponsored placements. Website links supplied as part of paid membership are appropriately qualified for search engines. Sponsored position is separate from factual checks and does not determine IRN’s individual treatment guidance.

IRN works on factual content, discoverability and useful routes to the centre. It does not guarantee search ranking, AI citation, traffic, enquiry volume, admissions, treatment outcomes or revenue. The provider must not present the developing audience or the pilot as established demand. Reports separate delivered work, measured activity and unknown outcomes.

Unsupported success rates, misleading accreditations, fabricated reviews, fear-based claims and identifiable client stories are not accepted under the standard onboarding process. A third-party review feed requires a lawful licensed integration and is not a promise to copy reviews from another platform.

Enquiry handling and confidentiality policy

A centre-specific enquiry and a request for IRN's help choosing treatment are distinct. The intended recipient must be clear to the enquirer. IRN does not distribute one enquiry to additional centres without an appropriate lawful basis and the required explanation and permissions.

Initially, authorised IRN staff review and route enquiries through an agreed secure channel. Providers receive only the information necessary for the named enquiry and may use it to respond and assess the requested service. They must not sell it, add it to marketing lists, or pass it to another centre without a separate lawful basis and appropriate transparency.

Each party is responsible for the processing purposes and decisions it controls. This membership agreement is not a blanket data-processing appointment or an international transfer safeguard. Before live enquiry sharing, the parties must document their actual controller or processor roles, the lawful basis, any special-category condition, authorised recipients, security, retention and any required international transfer arrangement. If these are not resolved for a destination, IRN must not forward health information there.

Both parties keep non-public commercial, verification and enquiry information confidential, restrict access to authorised people, use appropriate security and disclose only where authorised or legally required. A suspected incident affecting shared information must be reported to the other party without undue delay and within 24 hours of discovery, with available facts and subsequent updates. This contractual notice does not replace any legal reporting deadline.

The provider cooperates with corrections, rights requests and incident investigations. Clinical records remain within the provider's authorised care systems. Providers receive no IRNOS account, CRM access or access to other applications through membership.

Complaints suspension and termination

Membership complaints, corrections and cancellation notices may be sent to info@insightrecoverynetwork.com. IRN aims to acknowledge ordinary complaints within two IRN working days and provide a substantive response within ten. If investigation takes longer, IRN explains the reason and supplies a revised date. Urgent safety matters should be identified clearly and handled under the provider's immediate safety duties.

IRN may temporarily remove misleading content or suspend a listing or promotion where there is a credible safety, licensing, rights, confidentiality or legal concern. IRN informs the provider promptly, explains the reason to the extent lawful, and allows a response and supporting evidence. Temporary suspension is not presented publicly as a final finding of wrongdoing.

For a remediable material breach, IRN normally gives written notice and 14 calendar days to correct it. Immediate termination is reserved for serious or non-remediable breaches, unlawful operation, serious safety risk, fraud or misuse of confidential information. The provider may request a review by Craig Bilton and submit evidence. A disagreement over commercial terms does not justify suppressing legitimate safety reporting.

If IRN ends membership for convenience or a reason not caused by provider breach, it refunds prepaid unused service and releases future minimum-term payments. During a precautionary suspension, unused promotion is credited or rescheduled; if the concern is not substantiated, the provider does not pay for undelivered service. Remedies for a proven breach must be proportionate and documented, without double recovery.

Termination ends future service and content use as set out above. It does not remove accrued payment obligations, applicable refunds, confidentiality, rights in existing materials or responsibilities for information already lawfully received.

Responsibility changes and governing law

Each party must exercise reasonable care and skill in its own obligations. Neither party excludes liability for death or personal injury caused by its negligence, fraud, fraudulent misrepresentation, or any liability that cannot lawfully be limited. IRN does not exclude responsibility for its own acts merely because the provider delivers clinical care.

Subject to those exceptions, each party's aggregate liability arising from the membership agreement is limited to twelve months of the applicable membership fees. That cap does not apply to deliberate misuse of confidential or personal information or infringement of the other party's intellectual property rights. Neither party is liable for indirect or consequential loss where lawfully excludable. Express payment, refund and service-remedy obligations remain payable and are not reduced by the cap.

Neither party is responsible for a delay caused by an event reasonably outside its control, provided it gives prompt notice and takes reasonable steps to reduce the impact. Payment for undelivered service is not retained indefinitely. If the service cannot substantially resume within 30 calendar days, either party may end it and IRN refunds prepaid unused service.

IRN will not materially reduce contracted deliverables through an unnoticed policy update. Material changes require advance written notice and, where they change the agreed service or price, the provider's acceptance or the opportunity to end before the change without an early-exit charge. Existing accepted versions remain available as evidence.

Neither party may transfer this agreement to another business without the other's written consent, except a lawful business transfer with equivalent protections and notice. No employment, agency, clinical partnership or exclusive relationship is created. No third party acquires a contractual right under this agreement.

The parties first seek to resolve a dispute through their nominated contacts and may agree mediation. The agreement is governed by the law of England and Wales and the courts of England and Wales have jurisdiction, subject to mandatory laws that cannot be displaced. Any amendment must be recorded in writing by authorised representatives. If one provision is unenforceable, the remainder continues so far as lawful.