BrightNest Medical

Address: 24A/25 Hill Street. Dublin 1

Phone: 0874657974/ 01-5589094

Email: info@brightnest.ie

Terms and Conditions

Business name	BrightNest Medical
Operating company	Ikechukwu Okafor Limited
Company registration (CRO)	486536
VAT number	The company is not currently registered for VAT
Registered office	1 Hazelbury Green, Clonee, Dublin 15, Ireland
Place of registration	Registered in Ireland
Applicable legislation	Consumer Rights Act 2022; European Communities (Directive 2000/31/EC) (Electronic Commerce) Regulations 2003; Data Protection Act 2018 and the GDPR (Regulation (EU) 2016/679); Companies Act 2014
Last updated	August 2026
Version	1.1

BRIGHT NEST MEDICAL Care. Compassion. Children. Always.



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1. Introduction and Acceptance of Terms

Welcome to BrightNest Medical. These Terms and Conditions (the "Terms") govern your access to and use of the BrightNest Medical website, booking platform, and appointment scheduling services for children's healthcare.

BrightNest Medical is operated by Ikechukwu Okafor Limited, a company registered in Ireland (the "Company", "we", "us", "our"). By making a booking, or otherwise using our website, you (the "Parent or Guardian", "you") agree to be bound by these Terms, together with our Privacy Policy and our Cancellation and Refund Policy, each of which is incorporated into these Terms by reference. If you do not agree to these Terms, please do not use our platform or book appointments through it.

2. Business Details and Contact Information

Business name: BrightNest Medical.

Operating company: Ikechukwu Okafor Limited.

Business name registration number (CRO): 787902

Company Registration number(CRO): 486536

VAT number: Company is not currently registered for VAT.

Registered office: 1 Hazelbury Green, Clonee, Dublin 15, Ireland.

General enquiries: info@brightnest.ie.

Data protection enquiries: info@brightnest.ie.

Telephone: +353874657974/ 01-5589094

3. Nature of the Platform and Healthcare Services

Booking platform: BrightNest Medical provides an online platform through which you can book and manage appointments for children's healthcare services. BrightNest Medical arranges and facilitates access to these services and administers bookings, payments and scheduling.

Independent healthcare professionals: Clinical services may be delivered by independent doctors, consultant specialists, nurses, phlebotomists or allied health professionals. These professionals are independently regulated by their relevant professional bodies, for example the Medical Council, the Nursing and Midwifery Board

of Ireland (NMBI), or CORU, and they retain independent clinical responsibility for the care they provide to your child.

Clinical records and medical responsibility: The treating healthcare professional is responsible for clinical decisions and for creating, storing and retaining clinical notes and medical records in line with their professional and regulatory obligations.

No emergency service: The BrightNest platform and booking system are not intended for medical emergencies. If your child needs urgent or emergency care, please contact the emergency services on 112 or 999, or go to your nearest hospital emergency department without delay.

4. Eligibility and Parental Authority

Booking Person: To make bookings on the BrightNest Medical platform you must be at least 18 years of age.

Booking on behalf of a child: Appointments for a child are booked and managed by a parent or legal guardian who has authority to arrange healthcare for that child. By making a booking you confirm that you hold that authority.

Consent to treatment: Consent to any clinical treatment is a matter for the treating healthcare professional to obtain in accordance with law and professional guidance. You acknowledge that, under Irish law, a young person aged 16 or over may in certain circumstances give their own consent to medical treatment. The treating professional will determine the appropriate consent for each appointment.

Accuracy of information: You agree to provide true, accurate, complete and up-to-date information about yourself, the child, and the child's General Practitioner (GP) during booking.

5. Booking, Fees and Payment

Fees: All fees are shown clearly during the booking process before you confirm and pay. Prices include VAT where VAT applies.

Payment processing: Payments are processed securely by a third-party payment provider (for example Stripe). BrightNest does not store full payment card numbers on its own servers. Your card details are handled and stored by the payment provider under

recognized card-industry security standards, for the purpose of taking payment and administering refunds.

Confirmation: A booking is confirmed only once payment, or a valid payment authorization has been processed, (except in the case where you chose to pay in the clinic) and we have issued booking confirmation by email or platform notification.

6. Your Right to Cancel, Rescheduling and Refund

This section summarises your cancellation rights. Full details are in our separate Cancellation and Refund Policy, which forms part of these Terms.

6.1 Your statutory right to cancel (cooling-off period)

Because you book through our website, your booking is a distance contract. Under the Consumer Rights Act 2022 you generally have 14 days from the date your booking is confirmed to cancel without giving a reason and receive a refund.

If your appointment is scheduled to take place within 14 days, you are asking us to begin providing the service before the cooling-off period ends. By booking such an appointment you expressly request that we do so, and you acknowledge that once the appointment has been fully provided you will no longer be able to cancel it under the cooling-off right. If you cancel after the service has started but before it is complete, you may be asked to pay a reasonable amount for the part of the service already provided.

How to cancel: You can cancel by sending an email to BrightNest Medical.

6.2 Our cancellation and rescheduling terms

The following terms apply in addition to, and without reducing, your statutory rights above.

48 hours or more before the appointment: You can cancel or reschedule and receive a full refund or reschedule free of charge.

Less than 48 hours before the appointment: 50% of the appointment fee will be retained, and a request to reschedule may be treated as a late cancellation. This reflects that a late cancellation usually prevents the reserved slot and clinician time from being offered to another child.

Missed appointments (no-shows): If you do not attend and did not give notice in line with these Terms, the appointment fee is not refunded.

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6.3 Cancellations by BrightNest

If BrightNest Medical or a healthcare professional has to cancel or reschedule for clinical, operational or safety reasons, we will tell you as soon as possible and offer you either a full refund or a rescheduled appointment at no extra charge.

6.4 How and when refunds are paid

Where a refund is due under your statutory cooling-off right, we will refund you within 14 days using the same payment method you used to pay. Other approved refunds are normally processed to your original payment method within 5 to 10 business days, depending on your bank or card provider.

7. User Obligations and Conduct

When you use our services, you agree: to attend appointments on time and to bring any documents or information needed; to treat our staff, administrators and healthcare professionals with respect and courtesy; and not to misuse the platform, make false bookings, or introduce viruses, malicious software or unauthorized automated code to the website.

8. Privacy and Data Protection

We process personal data about parents or guardians and children in line with the General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018. Health information is special category data and is given additional protection. How we collect, use, share and retain personal data, the legal bases we rely on, and your rights, are set out in full in our Privacy Policy.

9. Intellectual Property

All content on the BrightNest Medical website, including text, graphics, branding, logos, software and layout, is owned by BrightNest Medical or its licensors. You may not copy, redistribute or reproduce it without our prior written consent.

10. Limitation of Liability

Nothing in these Terms limits or excludes our liability where it would be unlawful to do so. We do not limit or exclude liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded under Irish law.

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Clinical responsibility: Responsibility for diagnoses, clinical assessments and treatment decisions rests with the treating healthcare professional, not with BrightNest Medical as the booking platform.

Platform availability: We aim to keep the website available and working properly, but we do not guarantee that it will always be uninterrupted or error-free.

Your statutory rights: Nothing in these Terms affects your statutory rights as a consumer under Irish law, which cannot be limited or excluded.

11. Complaints and Dispute Resolution

If you are unhappy with any part of our service, please contact us first at info@brightnest.ie so that we can try to put things right. Complaints about clinical care are dealt with by the treating healthcare professional and, where relevant, their professional regulator, for example the Medical Council, NMBI or CORU.

As a consumer you also have rights under Irish and EU consumer law, and you can find information and guidance from the Competition and Consumer Protection Commission (CCPC).

Governing law: These Terms are governed by the law of Ireland. You may bring proceedings in the Irish courts, and nothing in these Terms removes any right you have as a consumer to bring a claim in the courts of the place where you live.

12. Changes to these Terms

We may update these Terms from time to time to reflect changes in the law, in regulation, or in how our service operates. If we make a significant change, we will give you reasonable notice and, when you have an upcoming booking, we will tell you directly, for example by email. Changes will not apply retrospectively to bookings you have already confirmed. The version number and "Last updated" date at the top of this document show when it last changed. If you continue to use the platform after a change takes effect, you accept the updated Terms.

13. Contact and Enquiries

Questions about these Terms can be sent to info@brightnest.ie.