EXAMPLE EMAIL QUESTION

Hi Bodyscan

Can you tell me where you are based please? Are you in the northwest?

Cheers

Jamie

Dear Jamie

Thanks for your email.

We have two locations, both in London, in Marylebone and the City. The full addresses and more information about how to get there can be found on our [Contact page](https://www.bodyscanuk.com/contact-us.html). The addresses are:

Bodyscan City

Stonehealth Clinic

Lower Ground Floor

36-38 Cornhill

London

EC3V 3NG

Bodyscan W1

London Medical

49 Marylebone High Street

London

W1U 5HJ

I’m afraid we don’t have any locations in the northwest or outside London (at least not yet), but it is well worth the trip! We hope to see you soon.

Kind regards

**Philip**

**The Bodyscan Team**

**CANDIDATE QUESTIONS – PLEASE WRITE YOUR NAME HERE**

Hi there

Can you tell me how much it is for the first scan and do you have any deals on at the moment?

Thanks!  
Jerry

[Bodyscan tip: there is a discount code available to website bookings: ‘GLEAM10’ for 10% off]

Hi

I have had a medical emergency – my mother has been taken very ill and I need to be with her in hospital tonight and for the next few days, so I will not be able to make my scan tomorrow. I know you have a 24-cancellation policy but I hope you will understand that these are events outside my control. Please can you advise? I definitely want the scan but I cannot be there tomorrow and I cannot afford to waste the £169.

Thank you

Sajaan

Dear Bodyscan

I am looking at buying a package of four scans and want to have them every six months – September, March, September next year and March next year. How much is that, please?

Cheers

John

Hi Bodyscan team

I have the VF4 package and have only had the first (Baseline) scan and one Progress scan, so there are two Progress scans left. Can I give the remaining two to my friend?

Thanks

Erica

Hello

I see that you sell packages of Baseline scans. Do you sell packages for two people? How much would it be for the VF3 package for me and my friend?

Thanks

Roberto

Hi

I have a scan booked for next week. Is there anything special I have to do before the scan or anything I need to be aware of?

Yours faithfully

Iqbal

Hi

I bought a package of four scans on May 30th last year and was told it was valid for a year (ie, until May 30th this year). But today (May 28th) I have tried to book the final scan in the package and it asking me to pay again. If the package is valid for a year why is it asking me to pay again? I should be able to book my scan up until May 30th this year, right? The date I am trying to book is July 15th.

This is very frustrating

Manny

Hello

I called the number on your website and this woman answered and she was extremely rude. I said I was running late and she said “OK but if you are very late we may not be able to do the scan today because we are very busy and we may not be able to fit you in.” It’s only a 20-minute scan and I was taking the trouble to call and let you know. She was so rude and I was not impressed at all. If I get there and you can’t fit me in I will be really pissed off and will make a formal complaint.

Tom

Hi Bodyscan

I have two friends who want a body scan. I see you do an appointment for two people. Can you fit three people in and what would be the price?

Thanks

George

[Bodyscan tip: The maximum number of people in an appointment is two.]

Hello

Do you have female operators? I am an observing Muslim and I not comfortable with a male operator.

Thanks

Bemima

Hi Bodyscan

I have a Pacemaker and a Cochlear ear implant. Is it safe to have the scan?

Cheers

Georgina

Hello

Do you sell gift vouchers? I want to buy a Baseline scan for my boyfriend, he would love it!

Amanda

Hi Bodyscan

I bought a VF3 package for £329 last year and I have used two of them but I have to go overseas now and will not be able to use the final scan in the package. Can I have a refund for the unused scan please? That will be a third of the price, £109.66, right?

Thank you

Marisa

Hi

I am trying to book the VF2 package with a promo code I got from your website. But it keeps asking me for the full amount (£249). Where do I enter the code? The code is GLEAM10 and it’s worth 10% off, so obviously I would like to use it! Thanks, can you let me know today please.

Philip

Hey Bodyscan

I am in London unexpectedly today and would like to have a scan later today. How do I do that? It says there is no availability when I go online but when I looked last night there were loads of appointments available.

Thanks

Abdul

[Bodyscan tip: Appointments are ‘closed off’ 24 hours prior. There is another procedure for appointments made the same day]

Hello

I am thinking of having a scan but am worried about the safety of the X-rays.

Thanks

Medi

Hi

I have a credit left from my package, which expires in November later this year. Can you please extend it to February because I have not been able to do any exercise during lockdown, so my body is the same so there is no point me having a scan if nothing has changed.

Thanks and regards

Christine

Hi Bodsycan

Can you tell me what availability you have for a Baseline scan next week?

Thanks!

Jemima

Hello

I am trying to change the date of my scan from May 15th to June 20th but it is asking me to pay again. I bought a package about a year ago and there should be one credit left. Why is it asking me to pay?

Keith

Hi team

I can only make it into London at weekends. Are you open on Sundays?

Thanks!

Jamaal

Hi

I have an appointment tomorrow at the City branch. What is the exact address please?

Thanks

Luiz