



Physio-bility Terms and Conditions

Our aim at Physio-bility is to deliver a caring, professional and evidence based service to our patients. Our terms and conditions are here to help you understand how we operate our practice. Please ask if there is anything you would like a further explanation on or if you have any questions about our service.

By commencing treatment you are deemed to have acknowledged and have agreed to be bound by these Terms and Conditions.

1. The Agreement

This agreement is between the patient (referred to as 'you', 'your' and 'patient') and Physio-bility (referred to as 'Physio-bility', 'we' or 'us'). Where a person as a parent, guardian, case manager or attorney arranges treatment on behalf of another under their care, they agree that they will be bound by these Terms. In these circumstances the references in these Terms and Conditions to 'you' and 'your' shall include, as well as the patient, the parent, guardian, case manager or attorney. Please read these terms and conditions carefully. They provide the basis on which you will be provided services by Physio-bility.

2. Fees and Payment

You will be provided with the fees either verbally or via e-mail prior to your first appointment. They are also on www.physio-bility.co.uk. Fees are payable within 7 days of the appointment. We accept payment by cash, cheque or bank transfer (BACS). Failure to settle your account in full may lead to cancellation of further appointments. In the unfortunate event that we need to enforce payment from you, you will be liable for all costs incurred.

3. Cancellation

We require 24 hours notice for any cancellations. Less than 24 hours notice will result in the appointment being charged at the full rate.

4. Data Protection

Physio-bility is committed to maintaining confidentiality and protecting your personal information. We use an electronic practice management system for storage of personal data and clinical records. The system conforms with GDPR (General Data

Protection Regulations May 2018). Please refer to Physio-bility Privacy Policy for full details.

5. Consent

We will need your consent to proceed before any assessment or treatment begins, this will be confirmed with you prior to commencing. Consent may be given verbally, however for some interventions such as acupuncture, written consent will be required.

6. Contact Details

It is important that you keep us updated of any changes in your contact details. We cannot be held liable should you fail to update us regarding any changes to your contact details including name, address, telephone number, e-mail address or any other pertinent contact information.