

Terms & Conditions: -

By booking an appointment or having treatment with Pro-Form Physio & Fitness (“Pro-Form Physio & Fitness”, “we” or “us”), you agree to these conditions. Pro-Form Physio & Fitness has employees and independent contractors (“our team”). As a customer of Pro-Form Physio & Fitness, you are described as “Patient” according to this agreement (also “you or your”).

Our Privacy Policy explains the way we obtain and use your information. By using our services, you agree to be bound by these Conditions and our Privacy Policy.

Please take the time to read this information so you are fully informed and can ask questions if required. Please also see our FAQ’s page for more information.

These terms and conditions form part of your consent that allow us to provide treatment to you.

- 1) **1.1** I give my consent to receive a physiotherapy assessment and treatment, including the necessary examination and physical contact in the relevant areas.
- 1.2** I understand that procedures and treatments will be explained to me in advance or at the time of my appointment and I will be given the opportunity to ask questions.
- 1.3** I understand that I can withdraw my consent at any time.

1.4 I understand that If consent is withdrawn Pro-Form Physio & Fitness will not be able to continue treatment.

1.5 I'm aware I can bring a chaperone to my appointment.

1.6 I understand that clinical notes will be taken at the time of my appointment and stored in accordance with data protection and GDPR laws.

2) Cancellation Policy & Missed Appointments

2.1 I agree that if I need to reschedule or cancel appointment I will provide 24 hours notice.

2.2 If I do not attend an appointment or do not provide 24 hours notice, I agree to the following:

- I will be liable to a missed appointment fee.
- For insurance patients, the funding or referring party may be advised and this may affect your continuation of your treatment.

2.3 Appointments made within 24 hours of the appointment date are not affected by these conditions, however notice must be provided within at least 4 hours of the appointment time.

3) Charges & Payment

3.1 You will be charged for your appointment in line with our current appointment fees as per our prices page.

3.2 Payments can be made by cash, card or bank transfer only. We will keep you informed if there are any issues with accepting card and you will therefore be offered the alternative payment methods.

3.3 If you are self-funding patient/client we may ask you for a small deposit to secure your appointment. The rest of payments due must be paid immediately after your appointment.

3.4 Delayed payments will be subject to our debt recovery process including any additional interest charges.

3.5 Insurance patients will need to refer to our insurance information document to understand the terms fully. Lack of adequate cover or in any circumstances whereby the insurer denies payment this will result in you becoming liable for any outstanding payments.

4) Valuables

4.1 I understand that Pro-Form Physio & Fitness will not be responsible for any lost or damaged of any personal items (including valuables and jewellery).

4.2 We advise all clients/patients to not wear or bring such valuables to any appointments.

5) Clinical Notes & Letters

5.1 I understand that I have a right to request a copy of my clinical notes which will need to be by contacting us and providing written and a signed request document.

5.2 I understand that there may be an administration charge for this service.

5.3 Pro-Form Physio & Fitness can provide clinical letters if required but this will incur a cost as per our prices page.

6) Complaints and Feedback

6.1 I understand that I can provide a written or verbal complaint via email or telephone as per the complaints process on the FAQ's page.

6.2 If I'm unhappy about any aspect of my experience with Pro-Form Physio & Fitness, I will contact Pro-Form Physio & Fitness so that the matter can be resolved where possible and prevent future problems recurring which will ensure improvements in services are provided.

7) Referrals/Promotions & Packages

7.1 Promotional codes and referral names must be quoted when booking an appointment using a special offer or referral discount. Bookings must be made before any promotional end dates and used within 2 weeks of the end of the promotional period.

7.2 We hold the right to end promotions prematurely if we have reached capacity for the promotion and therefore we recommend you contact us directly prior to making any bookings.

7.3 All package deals must be used within 4 months of purchase and paid in full prior to commencing treatment. These are non-refundable or transferable.