



## HOLME PHYSIO TERMS AND CONDITIONS (v1.1)

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Thank you for choosing Holme Physio to support you with your rehabilitation needs. We strive to provide the best possible experience and high level of client care and we look forward to working with you.

Holme Physio Terms and Conditions are as follows:-

### 1. Appointment Payments

Payments must be made at the appointment time or in advance of the appointment.

Holme Physio accepts cash, cheque, bank transfers, and when in clinic card payments. Cheques should be made to 'Emma Pigford'. Bank details are available on request.

### 2. Appointment Times

You will be advised on appropriate appointment lengths to best suit your rehabilitation needs. There will be the choice of appointments lasting up to 30 minutes or lasting from 30 minutes up to 1 hour.

Our therapist will give you an appointment time, this will be approximate due to the nature of community working and managing travel. Please allow the therapist some flexibility around the arranged time as they may be slightly earlier or later within reason. If your therapist is aware there will be a significant difference in arrival time they will contact you.

### 3. Appointment Cancellations

When an appointment is scheduled, this allotted period is held exclusively for the patient.

We therefore require adequate notice of cancellations to avoid incurring a cancellation fee.

The fee is calculated as follows:

- 50% - where a cancellation is made within 48 hours of the appointment
- 100% - where a cancellation is made within 24 hours of the appointment or if you do not cancel an appointment and are not present when the therapist attends your property

In the event of exceptional circumstances, the fees may be reduced or waived at the therapists' discretion.

If you need to cancel or would like to request to rearrange your appointment please consider the best way to do this. Your therapist may be out on other visits and emails may not be received in a timely manner. Please consider texting or calling your therapist especially if you are cancelling at short notice. There may be an additional charge for time and travel expenses if your therapist travels a significant distance to attend a cancelled appointment.

In the event that Holme Physio needs to cancel your appointment, an alternative will be arranged at a time convenient to you.

### 4. Privacy Policy

You must agree to our Privacy Policy in order for us to treat you. If you would like a copy of Holme Physio Privacy Policy please request one from your therapist.