



## **Terms & Conditions**

Below are the terms and conditions on which we Physio@Home Limited provide physiotherapy services (the "Services"). The exact Services we will provide to you will depend on what we agree following the result of your initial assessment.

### Costs of sessions and payment fees

Our fees for each session are as confirmed by us to you. You are personally liable to pay all of our fees and any surcharges incurred, such as any cancellation fees. We are happy to accept you as a client if you are arranging to pay through a third party, such as private medical insurance, however it is your responsibility to check with that third party whether you have to pay any excess and how much treatment they will pay for, as you will be liable for any payment they do not make. We are happy to accept payment for our Services in cash, cheque or via bank transfer (our bank details will be included on your invoice).

### Cancellation of sessions

If you have to cancel a session with less than 24 hours' notice before it is due to take place, then you are liable to pay the cost of that session. Please be aware that, in many cases, insurance companies will not pay our fees if you have not turned up or cancelled with less than 24 hours' notice and if your insurance company will not pay, you will be liable for such payment.

On occasion, we may have to cancel a scheduled session. This may occur, for example, if a staff member is sick or if a preceding session has overrun. If we have to cancel a scheduled session, we will book you another appointment at a mutually convenient time as soon as reasonably possible. No charge will be made to you for any sessions which may be cancelled by us.

### Confidentiality

We shall treat all personal information supplied by you as confidential. We shall not disclose such information to any third party without your prior permission, except where required by law or where action might be necessary to protect you or someone else.

### Liability and limitation of our liability to you

Our liability to compensate you for any loss or damage is limited to a reasonable amount (and not exceeding the amount you pay in total for the Services), having regard to such factors as whether the damage was due to a negligent act or omission by Physio@Home Limited. However, nothing in these conditions will limit our liability for death or personal injury caused by our negligence or the negligence or our employees, agents or subcontractors or fraud and fraudulent misrepresentation.

### Complaints

If you are unhappy with the Services Physio@Home Limited provides, we hope you will discuss any problems or issues with the practitioner who treated you. If that does not resolve matters to your satisfaction, the matter will be referred to one of the Directors who will handle the complaint.



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