



## Terms & Conditions

1. Agreement: This agreement is between the client and Physio@Home Limited for the purpose of treatment only.

2. Standard Charges:

For our current charges please see our prices section on our website.

3. Payment methods

We are able to receive cheques or cash at the appointment. Cheques should be made payable to **Physio@Home Limited** and any invoice number written on the reverse. Alternatively, you can pay via online bank transfer.

4. Nonattendance and cancellation: If you do not attend an appointment or cancel your appointment within the 24 hours prior to the appointment time the full charge for the appointment will be levied unless exceptional circumstances apply. This includes appointments that are re-scheduled at the discretion of Physio@Home Limited.

5. Access to medical records: Physio@Home Limited agree to supply photocopies of records to you or a third party subject to receipt of the request in writing with your full signature. There will be an administration charge of £50.00 for this service. We are registered under the Data Protection Act.

6. Complaints Procedure: If you have a complaint, please contact the office by telephone (01206 396789) or in writing to Physio@Home Limited, 1 Milton Road, Lawford, Manningtree, Essex, CO11 2EG.

7. Late Payment: We request all invoices to be settled immediately on receipt. An administrative charge may be added to any further correspondence relating to collection of the monies due.