



## Terms and Conditions

- Cancellation of an appointment requires a 48 hour notice period otherwise a 50% charge will be made
- Failure to attend a pre-booked appointment will incur a full charge
- Patients under the age of 18 years must be accompanied by a parent or legal guardian. In the event of a school boarder attending, they must have written consent from a parent and be accompanied by a school representative.
- Payment for treatment must be received within one week of completion if self-funding
- When a patient is paying for treatment but claiming a refund from their insurance company, non payment from health insurance companies is a matter between the patient and their insurer
- Patients must inform the Physiotherapist of any changes to their medical condition or medication they have prescribed whilst under the care of The Paddock Pool LLP and its practitioners
- Should we need to cancel an appointment for unforeseen circumstances, we will contact the patient as soon as possible and no charge will be made