



Terms and Conditions

Self-Referral Patients

- A £50 deposit must be paid in order to book an initial assessment.
- Cancellation of any appointments requires a minimum of a 48 hour notice period.
- If an appointment is cancelled with less than 48 hours notice. The Paddock Pool LLP reserves the right to apply a cancellation charge of 100% of the appointment fee, if the appointment cannot be filled with another patient.
- The cancellation of appointments made more than 48 hours before the appointment will incur a cancellation charge of 50% of the appointment fee, if the appointment cannot be filled with another patient.
- 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.
- When a patient is self-paying for treatment but claiming a refund from their insurance company, any non-payment by the health insurance company 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.

Self-Referral Patients - Continued

- Should The Paddock Pool need to cancel an appointment for unforeseen circumstances. We will contact the patient as soon as possible and no charge will be made for the cancelled appointment.

Case Management Patients

- Cancellation of any appointments for case management patients requires a minimum of a one week notice period.
- If an appointment is cancelled with less than one week's notice. The Paddock Pool LLP reserves the right to apply a cancellation charge of 100% of the appointment fee, if the appointment cannot be filled with another patient.
- 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.
- Appointment fees are invoiced on a monthly basis. Our payment terms are 14 days unless agreed by prior arrangement. If payment is not received within 30 days, The Paddock Pool reserves the right to cancel all future appointments until payment has been received.
- Patients must inform our practitioner 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 The Paddock Pool need to cancel an appointment for unforeseen circumstances. We will contact the patient as soon as possible and no charge will be made for the cancelled appointment.