

Terms and Conditions

Physiotherapy and Pilates Terms and Conditions

Below are the terms and conditions on which Caroline Kinash Physiotherapy and Pilates, provide physiotherapy services and pilates (the 'Services'). The exact Services we will provide to you will depend on what we agree and what is the result of the Initial Assessment or health screening form (see paragraph 1 below).

Before you agree that we will provide Services to you and/or carry out the Initial Assessment/ health screening form, please read the terms and conditions. If you have questions concerning them please ask before entering into a contract with us.

Initial Assessment for physiotherapy

Before we provide any physiotherapy Services, we shall perform an initial assessment of your needs and requirements ('Initial Assessment'). An Initial Assessment consists of:

your discussion of your needs with us;
an evaluation of your needs;
a full objective examination of your problem, which will involve following our reasonable instructions as set out below; and
developing a programme of recommended action to address your needs and requirements.
An Initial Assessment takes approximately 45 minutes and will involve talking about your past medical history and what the issues relating to your condition are. We will also require you to sign a consent for treatment form and release of information.

Result

Please note that after the Initial Assessment has been carried out, we may decide that we cannot provide any Services if, for example, treatment for the condition may not be suitable or appropriate.

Performance of the Services Initial Assessment

We will normally provide you with the Services only after an Initial Assessment has been carried out. If there is a significant period between an Initial Assessment and us providing

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Registered in England

the Services, we may ask you to confirm in writing that the Initial Assessment remains accurate, or ask you to undergo another Initial Assessment.

Outcomes

It is not possible that any particular result or outcome can be guaranteed as a result of us providing the Services. Our aim is to provide the Services using reasonable care and skill. Some patient's conditions may take longer than others to treat and we will regularly reassess the treatment plan.

Sessions

If we have not agreed the number of sessions to be provided, we shall provide sessions on a session-by-session basis. We will agree the date and time of the first session and any subsequent sessions by telephone, in person or by e-mail.

Your rights and responsibilities Following our reasonable instructions

In order for us to provide proper treatment, we will give reasonable instructions which you should follow. This will include, for example, removing some items of clothing for many conditions to be treated.

Assignments

We may set you assignments to be completed between sessions. You are not obliged to complete these assignments; but if you do not complete them, your progress in achieving the desired outcomes may be slowed down.

Stopping a Session

We may stop a session at any time and not continue it if we consider that you are not following our reasonable instructions. If this happens, you will still be liable, to pay the fee for that session.

Costs of sessions and payment Fees

Our fees for each session are as confirmed by us to you. You will be required to pay for treatment by card on a card machine at the clinic or if online a stripe link will be sent prior to the session. In order to reserve your booking, all appointments must be paid for upon booking upfront.

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You are personally liable to pay all of our fees and any surcharges incurred, such as any cancellation fees. You can only reschedule the same appointment up to 3 times then the full appointment will be charged.

Payment

Payment will be by you to us when booking an appointment or course of Pilates.

If you are late arriving at a session, the session will begin on your arrival and continue until the time when it is scheduled to end. If you wish the session to overrun, and we agree, then you may be charged at our discretion for the extra time we spend in providing the Services.

If you cancel or do not turn up for a session

If you have booked a session and you cancel with less than 24 hours' notice or do not turn up for the session, then you are liable to pay the cost of that session. Please see cancellation policy for further information.

If we cancel

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 as soon as reasonably possible. No charge will be made to you for the session cancelled by us.

Confidentiality

We shall treat all personal and business 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.

Data Protection

We are registered under the Data Protection Act 2018 and we shall treat all personal data in accordance with the requirements of that Act.

Outcomes

We shall seek to enable you to achieve your desired outcomes. No outcome can be guaranteed, however, and you have sole responsibility for acting on any recommendations or advice Caroline Kinash Physiotherapy and Pilates may give. We have no liability for any loss incurred by you, whether financial or otherwise, following my provision of the Services,

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nor for any perceived failure by you, whether justified or otherwise, to achieve your desired outcomes or goals.

Contacting each other

If you wish to send any notice or letter then you should send it to our principal place of business or if none is apparent, the venue where your treatment takes place. If we wish to send you a letter or notice, we shall use the address you have given in the Initial Assessment. Contracts (Rights of Third Parties) Act 1999 For the purposes of the Contracts (Rights of Third Parties) Act 1999 this agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its provisions.

Cancellation Policy

If appointments are cancelled with less than 48 hour's notice 50% of the fee will be charged

If appointments are cancelled with less than 24 hour's notice 100% of the fee will be charged

If appointments are cancelled and a refund is necessary there will be a £5 admin fee charged

Appointments can be rescheduled, if more than 48 hours before the appointment, however there is a limit of 3 changes

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