

TERMS & CONDITIONS

Payment Consent

Self-Funding Patients

- You are liable for payment in advance of any Personal Management Plans, Treatment Packages or where you are on a 'Pay As You Go' basis; this will be at the point of booking your next session.

Private Medical Insurance Companies

- As you have an insurance company to fund your treatment then you MUST provide the following information prior to attending your first appointment, which can be added to your Client Registration & Update form.
 - Name of Insurer/Organisation funding your treatment
 - Membership Number
 - Pre-authorisation Number
 - Number of Sessions they have authorised
 - Policy excess regarding your authorised treatment at The Physiotherapy Centre
- If you do not provide this information you will be required to pay for the session(s) until you do provide it. We can provide you with an invoice/receipt to claim the payment from your insurance company. We are unable to retrospectively convert your appointment(s) to insurance after you have completed the session(s). However, we can provide you with a full receipt for you to claim directly from your insurer.
- We bill the following insurance companies directly: Bupa, AXA PPP, Aviva, Cigna & WPA. We can provide invoices for you to claim your payment from other insurers. It is your responsibility to make payment for any excess, or short payment, from your insurance company.

Company Referral / Solicitor Referrals / Case Managed Patients

- We require written evidence of the number of treatment sessions that have been authorised. We also require written confirmation, from your employer or solicitor, that they accept our fees and will pay for them.
- If you do not provide this information you will be required to pay for the session(s) until you do provide it. We can provide you with an invoice/receipt to claim the payment from your insurance company. We are unable to retrospectively convert your appointment(s) to insurance after you have completed the session(s). However, we can provide you with a full receipt for you to claim directly from your insurer.
- Providing we have the appropriate information we will then invoice them directly.
- You will become liable for payment if your intermediate insurance company, employer or solicitor fails to pay us.

Cancellation and Failure to Attend

Pay As You Go Self Funding Clients

- Late Cancellations (giving less than 48 working hours notice): £30
- Failure to Attend: Full price of treatment

Clients on Packages and Programmes

- Late Cancellations (giving less than 48 working hours notice): no charge for first time, thereafter appropriate session deducted from pack/programme
- Failure to Attend: no charge for first time, thereafter appropriate session deducted from pack/programme
- As a result of your commitment to purchasing a package or programme we can waive the first late cancellation or DNA, which is exclusive to our 'Programme' clients. Not charging for the first session missed is possible due to your investment and commitment you have made in your personal healthcare package/programme.

Insured / Case Managed / Solicitor Clients

- Late Cancellations (giving less than 48 working hours notice): £30
- Failure to Attend: Full price of treatment
- Charges for cancellations and not attending appointments are the responsibility of clients, not the insurance company.

Failure to Make Payment

If invoices remain unpaid for 7 working days of the date of invoice then this will result in a £25 administration fee being added to the invoice. If the invoice remains unpaid for a further 7 days then court action will be taken against you (the claim will include any interest and fees arising from the unpaid debt).

ALL PAYMENTS MUST BE MADE WITHIN 7 DAYS OF THE DATE OF INVOICE. IF THIS IS NOT MADE THEN A CHARGE OF £25 WILL BE APPLIED. IF AFTER A FURTHER 7 DAYS PAYMENT IS NOT RECEIVED WE WILL ISSUE COURT PROCEEDINGS TO RECOVER THE DEBT (INCLUDING ANY ADDITIONAL COSTS RESULTING FROM THE CLAIM).

Payment of any charges can be done using either of these methods:

1. Credit or Debit Card (either in person or over the phone)
2. Bank Transfer

Name: The Physiotherapy Centre (Waterlooville) Ltd

Bank: NatWest

Account: 80868185

Sort Code: 55-70-34

Complaints Procedure & Feedback

We welcome all feedback from our clients, be it positive or negative. If your experience at The Physiotherapy Centre fails to meet your expectations please contact the Practice Manager on questions@thephysiocentre.co.uk or call on 02392 215 050. Your feedback is important to us to ensure we know where we are meeting client expectations and where improvements are required.

We will contact you during your treatment and at the end of your treatment for your feedback. We will also contact you in the future regarding the services we offer and find out if you are able to serve you in any further ways, if you would not like us to do this, please inform us of this.

Verbally or Physically Abusive Behaviour

At The Physiotherapy Centre we follow a "Zero Tolerance" policy because we have a legal duty to offer a safe and secure environment for our team and for our clients. If any client commits an act of violence against any member of staff or another client, or behaves in such a way that a staff member or client fears for their safety, we will discharge you immediately and/or report you to the police.

The following list are examples of unacceptable standards of behaviour include (but are not limited to): Shouting, swearing, violence, derogatory, racial or sexual remarks, malicious allegations relating to members of staff, having consumed alcohol or taken recreational drugs prior to your appointment, wilful damage to property, theft and threats or threatening behaviour.

Use of Personal Data

Your personal data which we have stored will only be used for communicating with you for your appointments, accounts and from time to time keeping you up to date with details regarding The Company. At no point will your personal data be passed on to a third part for any of these purposes. Your data will only be passed onto a third party where legally required to do so, and never for marketing purposes.

Personal Data Protection

None of your details will be passed onto a third party for marketing purposes. For those patients referred to us by a GP, Consultant or Insurance Company, we will only forward any appropriate reports to those that we are obliged to legally or where contracted.

Please contact us if you require access to your details or to remove your consent to our processing of your data. Under current legislation we will keep your records for the statutory length of time.

Full details of our privacy policy and other details concerning the use of personal data can be found on our website at www.thephysiocentre.co.uk/terms-of-use and www.thephysiocentre.co.uk/privacy-policy.

If you have any questions about these Terms and Conditions please contact the Practice Manager on questions@thephysiocentre.co.uk.

These Terms and Conditions are to be read in conjunction with the **Appointment Management and Cancellation Policy**.