

Terms and conditions

1. Initial Assessment

1.1 A thorough assessment session will be provided in an initial session of one and a half hours.

1.2 Prior to assessment the physiotherapist/occupational therapist will be provided any relevant information and or available documentation regarding the individual's circumstances and conditions.

2. Treatment

2.1 Subsequent treatment sessions are one hour, of which a minimum of 40 minutes will be direct hands-on therapy, allowing 20 minutes for the discussion of goals and on-site training to support therapeutic programmes.

2.2 Treatment sessions are offered Monday to Friday from 9.00 am to 5.00 pm. In exceptional circumstances appointments can be arranged outside of these working hours.

2.3 Should the client be unable to meet a prearranged appointment 24 hours notice is required otherwise excepting circumstances the session rate will apply.

3. Costs

3.1 A treatment session is defined as one hour of the physiotherapist's time

3.1 The session rate does not include any reports or equipment provided which will be invoiced separately.

3.2 Attendance at case reviews, and written reports can be provided at an additional charge.

3.3 There are no travel costs incurred for patients where the treatment takes place within a 10-mile radius from the registered office address. Where the distance exceeds 10 miles travel costs will be incurred per mile, in addition an hourly charge for longer distances may apply.

4. Invoicing

4.1 Prior to the initial assessment the funding agent must be clearly identified.

4.2 Where practicable invoicing and payment is preferred on a session basis.

5. Payment via a third party

5.1 Where payment is via an identified third party, payment is expected within two weeks of invoicing.

5.2 If this is not practicable this must be clearly identified with a written date prior to the commencement of treatment.

6. Payment failure

6.1 Should an agreed date of payment be exceeded, treatment will cease immediately.

6.2 Treatment will not be reinstated until outstanding payment is received