

## Client Terms and Conditions

Welcome to C-Physio. We agree to provide services to you subject to the following Terms and Conditions. C-Physio reserves the right to change these terms and conditions at any time. These changes will be displayed at the clinic and on our website at [www.c-physio.co.uk](http://www.c-physio.co.uk).

### 1. Terms and Definitions

- 1.1. Patient/Client/You – Meaning you, the patient / client / person / parent or guardian of the patient using our services
- 1.2. C-Physio/Us/We – C-Physio, the physiotherapist, reception staff and others contracted to provide services to C-Physio, providing the service to you
- 1.3. Session/s – Any appointment, class, consultation or treatment provided by us including but not limited to:
  - 1.3.1. 1:1 Sessions – Private, individual sessions provided by a physiotherapist contracted to C-Physio. This may include Musculoskeletal Physiotherapy, Cardiorespiratory Physiotherapy, Neurological Physiotherapy, Women's Health Physiotherapy, Sports Massage, Personal Training or other service provided by C-Physio on an individual basis.
  - 1.3.2. Group Classes – Sessions led by a physiotherapist that are designed for more than 1 person to attend. This may include Pilates Classes of all levels, Performance Classes such as SkiFit or other services provided by C-Physio on a group basis.
  - 1.3.3. Phone/Video Consultation – A consultation by phone or video initiated by us at the request of yourself to discuss your condition.
- 1.4. Registration Pack – When you attend C-Physio for the first time you should receive a Registration Pack including these terms and conditions, our current Price List, a Treatment Plans Booklet and other information that may be relevant to you or your condition.
- 1.5. Price List – Details of all our self-paying charges can be found on our price list, included in your Registration Pack. This is subject to change and the most recent version is available on our website at [www.c-physio.co.uk/about-us/price-list](http://www.c-physio.co.uk/about-us/price-list) or on request from reception.
- 1.6. Treatment Plans – The way you purchase your services from us
- 1.7. Treatment Plans Booklet – Details of our Treatment Plans can be found in the Treatment Plans Booklet, included in your Registration Pack. This is subject to change and the most recent version is available on our website [www.c-physio.co.uk/special-offers](http://www.c-physio.co.uk/special-offers) or on request from reception
  - 1.7.1. Self-funding client – You pay for services directly to us. This includes schemes where you pay for your treatment and then claim the cost of your treatment back from a health insurance company or cashback scheme.
  - 1.7.2. Health Insurance funded client – You are part of a scheme that deals with us directly to pay for your treatment.
  - 1.7.3. Medicolegal Insurance Funded Client – You have been referred to us by a medicolegal or case management company that is dealing with your injuries as part of a personal injury or insurance claim.

### 2. Our commitment to you:

- 2.1. You will be examined by a physiotherapist registered with the Health Professions Council.
- 2.2. You will be examined and treated in line with the Rules of Professional Conduct and Core Standards of Physiotherapy Practice as set out by the Chartered Society of Physiotherapy.
- 2.3. Following examination, your physiotherapist will explain their assessment of your condition and propose an appropriate treatment plan. This will be described to you, outlining any risks and where possible, an estimated number of treatment sessions.
- 2.4. All treatment plans are subject to change as your condition progresses. These changes will be discussed with you before any further action is taken.
- 2.5. We cannot guarantee specific results, however we will always advise you in your best interests, with the information you have provided and using our clinical expertise to make suitable treatment recommendations. Recommendations will be made using the treating physiotherapist's evidence-informed practice.
- 2.6. You may decline any treatment at any time without prejudice.
- 2.7. Your appointment times will be scheduled according to your requirements and to the best of our ability.
- 2.8. In rare circumstances, we may be required to change your session. We reserve the right to change your sessions for any reason. If your session is cancelled or changed by us, you will be advised at the earliest opportunity and a suitable alternative will be found with no charge.
- 2.9. If required, a copy of your records and/or letters may be sent to your GP, consultant.
- 2.10. If your GP or consultant requires information from us to make clinical decisions about your care, only information related to that condition will be released.
- 2.11. Your personal and medical details are treated in the strictest confidence, as detailed in our Privacy Policy. Our Privacy Policy can be found in your Registration Pack. This is subject to change and the most recent version is available on our website [www.c-physio.co.uk/about-us/privacy-policy](http://www.c-physio.co.uk/about-us/privacy-policy) or on request from reception
- 2.12. We will ensure to have appropriate insurance in place in respect of Medical & Professional Liability and Public Liability
- 2.13. All Treating Physiotherapists will have the appropriate Disclosure and Barring Service (DBS) Checks

- 2.14. Complaints will be dealt with in the strictest confidence according to our complaints policy.
  - 2.15. In the event that a complaint is reported to, or received by us, it may be necessary for us to review your clinical notes as part of the investigation process. By signing this form you are acknowledging that your notes may be used in the event of a complaint.
  - 2.16. All goods purchased should be provided in good working order. If a product is faulty at the time of purchase, please contact us so we can arrange a replacement.
  - 2.17. Any exchange or refund of goods should be agreed in writing (email accepted). Goods must be returned in the original, resellable condition. Requests should be submitted within 14 days of purchase.
- ### 3. Your commitment to us
- 3.1. To gain maximum benefit from your treatment with us, we recommend that you supply all relevant information to your physiotherapist.
  - 3.2. If you do not want to undertake any treatment, you should inform your physiotherapist immediately. You may be asked to sign a consent form for some treatments. You have the right to withdraw consent at any time by informing your physiotherapist.
  - 3.3. If you are under 18 years of age, you will be required to attend with a parent or guardian who can facilitate consent for your treatment.
  - 3.4. If you are under 18 years of age, you may attend Group Classes individually with prior consent of a parent or guardian. If a parent/guardian will not be present during the session, you must be dropped off and collected from the reception area of the clinic by a responsible adult.
  - 3.5. If you arrive late for your appointment, your treatment session will be shorter whilst full payment will still be required.
  - 3.6. Failure to attend an appointment will incur a charge.
  - 3.7. If you wish to cancel your appointment, please do so at least 24 hours before your session start time otherwise a cancellation fee may be charged, as detailed in our Price List and depending on the Treatment Plan you choose.
  - 3.8. Payment for treatment should be made at the time of your appointment unless alternative arrangements have been made with you and/or your insurance company.
  - 3.9. Payment may be made by cash, cheque, electronic bank transfer (BACS) or Direct Debit.
  - 3.10. Outstanding payments over 30 days from the invoice date will attract interest charged at 5% above the Bank of England Base Rate. Payments more than 60 days overdue will incur the above interest charges. Further treatment may not be undertaken with an overdue account.
  - 3.11. We always encourage your feedback and request you ask for a feedback form to rate our service.

**Please read the following information if you are insured by a Health Insurance or Medicolegal Insurance Company**

**4. Health Insurance Company Funding**

**4.1. Completing Health Insurance Sessions**

4.1.1. Before booking an appointment with us you should seek the appropriate authorisation from your Health Insurance Company.

4.1.2. If you are claiming on your health insurance, you may require a letter of referral from your GP or consultant, as determined by your health insurance company.

4.1.3. You should provide us with the details of your Health Insurance Company at your first session and the relevant details for us to claim funds back from your Health Insurance Company.

4.1.4. If you do not get authorisation, or the relevant details are insufficient or incorrect, you will be responsible for any fees incurred by completing sessions with us.

4.1.5. If you miss or cancel an appointment within the Missed or cancelled sessions may not be recoverable from your insurance company

**4.2. Consent to release medical information**

4.2.1. If you are insured by a Health Insurance Company, you agree that we can contact your Health Insurance Company with relevant information required by your Health Insurance Company, including medical information, to make decisions about your care that are directly affected by your Health Insurance Company, such as funding or onward referral. Only relevant information will be sent to your Health Insurance Company.

4.2.2. C-Physio cannot be held responsible for the way your Health Insurance Company uses, stores or distributes your information

**4.3. Invoicing for Health Insurance Funded Treatment**

4.3.1. If you would like us to invoice your Health Insurance Company for completed sessions, you agree that we may contact your Health Insurance Company with the relevant information.

4.3.2. Your Health Insurance Company may require additional information to authorise sessions for you, in the form of a report or verbal consultation with us.

4.3.3. You agree that we may contact your Health Insurance Company with the relevant information, including medical information, to complete a request for funding.

4.3.4. If, for any reason, payment is not made by your Health Insurance Company, in part or whole, then you will be responsible for the outstanding balance

**4.4. Authorisation for Future Treatment**

4.4.1. If you require further sessions than authorised by your health insurance company, you should contact your insurance company to request authorisation for future treatment.

4.4.2. If your health insurance company requires more information regarding your condition and the treatment given and further treatment required, either you or your insurance company will need to request us to provide the appropriate information to allow your health insurance company to make a decision regarding further funding.

4.4.3. If further funding is agreed, your physiotherapist will treat you up to the agreed number of further sessions.

4.4.4. If, after further sessions are completed, you require further treatment, please see 5.4.2.

4.4.5. If further funding is not agreed, and you continue to use our services, any further sessions completed will be liable to the self-funding options as detailed in sections 6-9.

**5. Medicolegal Insurance Company Funding**

**5.1. Completing Medicolegal Insurance Company Funded Sessions**

5.1.1. Before booking an appointment with us you should seek the appropriate authorisation in place from your Medicolegal Insurance Company or seek confirmation that your medicolegal Insurance Company is funding your sessions from us.

5.1.2. You should provide us with the details of your Medicolegal Company at your first session and the relevant details for us to claim funds back from your Medicolegal Company.

5.1.3. If you do not get authorisation, or the relevant details are insufficient or incorrect, you will be responsible for any fees incurred by completing sessions with us.

5.1.4. If, for any reason, payment is not made by your Medicolegal Insurance Company, in part or whole, then you will be responsible for the outstanding balance

**5.2. Consent to release medical information**

5.2.1. If you are insured by a Medicolegal Insurance Company, you agree that we can contact your Medicolegal Insurance Company with the relevant information required by your insurance company, including medical information, to make decisions about your care that are directly affected by your Medicolegal insurance company, such as funding or onward referral.

5.2.2. You may be required to sign additional documentation by your Medicolegal Insurance Company related to the way they will use, store and distribute your information.

5.2.3. C-Physio cannot be held responsible for the way your Medicolegal Insurance Company uses, stores or distributes your information.

**5.3. Invoicing for Medicolegal Insurance Funded Treatment**

5.3.1. If you would like us to invoice your Medicolegal Insurance Company for completed sessions, you agree that we may contact your Medicolegal Insurance Company with the relevant information.

5.3.2. If we are unable to release this information, we will not be able to bill further sessions to your insurance company.

5.3.3. Your Medicolegal Insurance Company may require additional information to authorise sessions for you, in the form of a report or verbal consultation with us.

5.3.4. You agree that we may contact your Medicolegal Insurance Company with the relevant information to complete a request for funding.

**5.4. Authorisation for Future Treatment**

5.4.1. If you require further sessions than authorised by your Medicolegal insurance company, we will contact your insurance company to request authorisation for further treatment.

5.4.2. If your Medicolegal insurance company requires more information regarding your condition and the treatment given and further treatment required, either you or your insurance company will need to request us to provide the appropriate information to allow your health insurance company to make a decision regarding further funding.

5.4.3. If further funding is agreed, your physiotherapist will treat you up to the agreed number of further sessions.

5.4.4. If, after further sessions are completed, you require further treatment, please see 8.3.2.

5.4.5. If further funding is not agreed, any further sessions completed will be liable to the self-funding options as detailed in sections 6-9.

- 6. Treatment Plans**
- 6.1. After your physiotherapist has completed your assessment and made a recommendation regarding the frequency and duration of your treatment, you have the option to purchase your treatment using one of our Treatment Plans
- 6.2. Your physiotherapist can make recommendations about the plan that may be most suitable for you, but you have the overriding decision on which plan will be right for your individual circumstances
- 6.3. As a self-funding client you can choose between one of the following plans:
- 6.3.1. C-Physio Flexi-Plan – section 7
- 6.3.2. C-Physio Fixed Plan – section 8
- 6.3.3. C-Physio Open Plan – section 9
- 6.4. If your treatment is funded by a Health Insurance Company, please see Section 4
- 6.5. If your treatment is funded by a Medicolegal Insurance Company, please see Section 5
- 6.6. Your choice of plan will be billed for immediately and you will be agreeing to the terms related to that plan
- 7. C-Physio Flexi-Plan**
- 7.1. Purchasing a C-Physio Flexi-Plan
- 7.1.1. If you decide a Fixed Plan is the right option for you, you will be required to complete a Treatment Plan Application Form confirming you wish to purchase a standard Flexi-Plan, plus the number of additional monthly Flexi-Point top-ups you require.
- 7.1.2. When you purchase a Flexi-Plan you will receive the full benefit of the Flexi-Plan from the moment you purchase a Flexi-Plan and for the remainder of the current month (month 1). Your first invoice will be payable by Card or Cash.
- 7.1.3. You will then be committing to a monthly Direct Debit payable to us on the 1<sup>st</sup> of every month, from month 2 onwards.
- 7.1.4. Invoices will be generated up to 14 days before the end of the month to cover your standard Flexi-Plan, plus any additional regular top-ups as requested by you, every month until you cancel or amend your Flexi-Plan.
- 7.1.5. An invoice for your Flexi-Plan will be generated 14 days before the start of the month, and a Direct Debit will be collected on the 1<sup>st</sup> of every month
- 7.1.6. You will be required to complete a Direct Debit Mandate electronically via GoCardless to set up your Direct Debit
- 7.1.7. You will be required to agree to the terms and conditions set out by our Direct Debit Provider – GoCardless
- 7.1.8. On completing the Treatment Plan Purchase Form and completing the online Direct Debit mandate, you agree that we can request funds from your bank for the requested amount
- 7.1.9. If you change your Bank Details, please inform us in writing by email to [info@c-physio.co.uk](mailto:info@c-physio.co.uk) or by post to C-Physio, Unit 1, Drumhill House, Clayton Lane, Clayton, BD14 6RF
- 7.2. *Benefits of a Flexi-Plan*
- By committing to a Flexi-Plan, you will get the following:
- 7.2.1. 1 x complimentary Assessment at the start of your Flexi-Plan (only one per 24 months)
- 7.2.2. 1 x MOT healthcheck after 12 consecutive months of purchasing a Flexi-Plan.
- 7.2.3. Discounted sessions as detailed in the Treatment Plans booklet
- 7.2.4. Discounted product purchases as detailed in the Treatment Plans Booklet
- 7.2.5. A VIP membership card entitling you to a range of benefits as detailed in the Treatment Plans Booklet. Your VIP Card remains the property of C-Physio.
- 7.2.6. C-Physio Flexi-Points (see section 7.6) every month as detailed in the Treatment Plans Booklet
- 7.2.7. Any Additional Benefits as detailed in the Treatment Plans Booklet at the time of your Flexi-Plan purchase
- 7.3. *Changing your Flexi-Plan*
- 7.3.1. If you would like to change your Flexi-Plan, by adding or removing regular monthly Flexi-Points, please complete a new Treatment Plan Application Form detailing the new Plan level you would like to purchase
- 7.4. *Cancellation of your Flexi-Plan*
- 7.4.1. You can cancel a Flexi-Plan at any time by completing a Flexi-Plan Cancellation form or informing us by email to [info@c-physio.co.uk](mailto:info@c-physio.co.uk) or in writing to C-Physio, Unit 1, Drumhill House, Clayton Lane, Clayton, BD14 6RF
- 7.4.2. Cancellations must be made before the end of the current month to avoid incurring a charge
- 7.4.3. If you do not cancel your Flexi-Plan you will continue to be invoiced monthly and will be charged using your Direct Debit mandate.
- 7.4.4. On cancelling your Flexi-Plan you will be required to hand your VIP Card back to C-Physio and will no longer be eligible for the associated benefits.
- 7.4.5. You will no longer be eligible for discounted sessions associated with a Flexi-Plan.
- 7.4.6. If you cancel your Flexi-Plan before purchasing your Flexi-Plan for 12 consecutive months, you will no longer be eligible for a yearly MOT healthcheck.
- 7.5. *Cancellation Exceptions*
- 7.5.1. In the event of a Flexi-Plan cancellation due to medical reasons, you will be entitled to a refund of your Flexi-Plan.
- 7.5.2. Only the Flexi-Plan invoiced in the current month can be refunded.
- 7.5.3. In the case of medical circumstances, you must provide supporting information from your medical practitioner advising why you are unable to engage in our services
- 7.5.4. Flexi-Points accumulated in previously purchased Flexi-Plan months will remain on your account as detailed in section 5.10
- 7.6. *Flexi-Points*
- 7.6.1. If you have a standard Flexi-Plan, you can purchase a set, or multiple sets of Flexi-Points at any time, at the relevant discounted rate, as detailed in our Price List
- 7.6.2. C-Physio Flexi-Points can be redeemed against 1:1 sessions and Group Classes as detailed in our Price List
- 7.6.3. The number of Flexi-Points used will be determined by the Physiotherapist undertaking the session.
- 7.6.4. Flexi-Points cannot be refunded unless you advise us of a medical condition that prevents you from engaging with our services.
- 7.6.5. If you cancel your Flexi-Plan, any Flexi-Points you have accumulated will be kept on your account for 12 months.
- 7.6.6. You can use your Flexi-Points at any time within the 12 month period after your Flexi-Plan ends.
- 7.6.7. If during the 12 month period you restart your Flexi-Plan, your Flexi-Points will be remain on your account whilst you have a Flexi-Plan in place.
- 7.6.8. After 12 months of cancelling your Flexi-Plan, any unused Flexi-Points will be voided and your Flexi-Points balance will return to zero.
- 7.6.9. You will receive a monthly statement advising you of the number of Flexi-Points used within that month and the number of remaining Flexi-Points.
- 7.6.10. Any queries regarding the number of Flexi-Points redeemed must be made within 7 days of receiving your monthly statement.
- 7.6.11. Flexi-Points are non-refundable unless C-Physio is advised of a medical condition that prevents you from engaging in our services.
- 7.6.12. Flexi-Points cannot be transferred to another person.
- 7.7. *One-Off Top-Ups*
- 7.7.1. If you request a one-off top-up, you will be invoiced immediately and you will be charged using your Direct Debit mandate
- 7.8. *Additional Sessions*
- 7.8.1. If you do not have sufficient Flexi-Points to cover your session you can purchase additional sessions at the Open Plan rates minus the Flexi-Plan discount advertised in our current Treatment Plans Booklet
- 7.8.2. Additional Sessions will be invoiced immediately
- 7.8.3. Additional Sessions can be paid by one of the payment methods suitable for immediate payment of your invoice e.g. Card or Cash
- 7.8.4. If additional Sessions are not paid for immediately on invoice generation, your Direct Debit mandate will be used to take payment.
- 8. C-Physio Fixed Plan**
- 8.1. *Purchasing a Fixed Plan*
- 8.1.1. If you decide a Fixed Plan is the right option for you, you will be required to complete a Treatment Plan Application Form confirming you wish to purchase a Fixed Plan
- 8.1.2. You will book 6 sessions and receive the relevant discount for either 1:1 sessions or

Group Classes as advertised on our Price List

8.1.3. You will be invoiced on your first session for the full course of 6 sessions

8.1.4. Payment must be made for your Fixed Plan at the time of booking to secure the relevant discount

#### 8.2. *Cancellation of your Fixed Plan*

8.2.1. By purchasing a Fixed plan you will not be able to cancel any of your sessions.

8.2.2. If you are unable to attend a booked Fixed Plan session, you may make changes up to 2 working days before or after your session, subject to session availability.

8.2.3. If you fail to attend a booked Fixed Plan session without advising us, the full fee will be charged for the session.

8.2.4. If you fail to attend or cancel a Fixed Plan session, all future booked sessions will remain as previously arranged.

#### 8.3. *Cancellation Exceptions*

8.3.1. If you have medical circumstances that prevent you from using our services, you may cancel your Fixed Plan without charge.

8.3.2. If you need to cancel your Fixed Plan for medical circumstances, you must inform us before the start of your remaining sessions otherwise you will be charged the full fee for the remaining sessions.

8.3.3. In the case of medical circumstances, you must provide supporting information from your medical practitioner advising why you are unable to engage in our services.

8.3.4. Supporting information must be supplied within 14 days of cancelling your Fixed Plan, otherwise you will not be entitled to a refund.

8.3.5. If you cancel your Fixed Plan and provide us with the appropriate supporting medical information, you will be entitled to a refund as detailed in section 8.4

#### 8.4. *Fixed Plan Refunds*

8.4.1. No refunds can be provided for sessions purchased on a Fixed Plan unless medical circumstances prevent you from using our services.

8.4.2. In the case of refunds, full payment will be required for sessions that have been completed. The way we will assign your refund will be as follows:

8.4.2.1. The full cost of sessions completed will be billed to your account.

8.4.2.2. The amount you paid for your fixed plan will be credited to your account.

8.4.2.3. Any outstanding balance will be refunded to you.

8.4.3. Please note, depending on the amount of sessions you have completed in your Fixed Plan, the full price of your sessions means you may not get a refund, and you may be required to make additional payment to cover the cost of your sessions.

### 9. **C-Physio Open Plan**

#### 9.1. *Purchasing an Open Plan Session*

9.1.1. If you decide an Open Plan is the right option for you, you will be required to complete a Treatment Plan Application Form confirming you wish to purchase your sessions using our Open Plan

9.1.2. An invoice for each Open Plan session will be generated when you attend for your session.

9.1.3. Payment will be taken on generating your invoice by the appropriate payment method.

#### 9.2. *Cancelling an Open Plan Session*

9.2.1. If you require to cancel an Open Plan session for any reason, please advise us by phone, email or using the contact form on our website.

9.2.2. Cancellations made up to 24 hours before your session start time can be cancelled free of charge.

9.2.3. Cancellations made within 24 hours of your session start time will be charged the appropriate Cancellation Fee as detailed in our Price List.

9.2.4. If a cancellation fee applies, an invoice will be generated at the time of your cancellation and sent to you by email or post.

#### 9.3. *Changing an Open Plan Session*

9.3.1. If you would like to change an Open Plan Session, please inform us at least 24 hours before the session start time otherwise you will be charged the appropriate Cancellation Fee as detailed on our Price List.