



Terms and Conditions – Physiotherapy, 1:1 Pilates, Acupuncture & Sports Massage

1. Booking and Payment

- All appointments must be booked in advance and confirmed at the time of booking.
- Payment is due at the time of booking unless otherwise agreed.
- Receipts are available upon request for insurance claims or reimbursement purposes.

2. Cancellations and Missed Appointments

- A minimum of **24 hours' notice** is required for cancellations or rescheduling.
- Late cancellations or missed appointments will be charged the **full session fee**.
- Please contact me as soon as possible if you are unwell or unable to attend due to an emergency.

3. Initial Assessment and Health Information

- All new clients are required to complete a health questionnaire before their first appointment.
- Full disclosure of any medical history, medications, or ongoing health concerns is essential for safe and effective treatment.
- Please arrive 5–10 minutes early for your initial session to allow time for this process.

4. Consent and Treatment

- You will be fully informed of your treatment options and asked to provide **informed consent** before any hands-on treatment begins.
- You have the right to withdraw or refuse treatment at any time.
- Treatments will only proceed if deemed clinically safe and appropriate.

5. Health and Safety

- Please do not attend your appointment if you are feeling unwell, have an infectious condition, or are experiencing flu-like symptoms.
- Appropriate hygiene protocols are maintained at all times.
- Comfortable clothing should be worn, and access may be required to the area being treated.

6. Late Arrival

- If you arrive late, your session may be shortened to avoid impacting other clients.
- The full session fee will still apply in these cases.

7. Confidentiality and Data Protection

- All personal and medical information is treated as confidential and stored securely in line with GDPR and professional standards.
- Information will only be shared with other healthcare providers with your consent.

8. Insurance and Referrals

- If your treatment is being covered by private medical insurance, you are responsible for obtaining pre-authorisation and providing relevant documentation.
- Any co-payments or non-covered costs must be paid by the client directly.

9. Liability

- All treatments are delivered by a fully qualified and insured practitioner, following the highest professional standards.
- While every care is taken to ensure your safety, treatment is undertaken at your own risk.
- Aldeburgh Physio and Pilates Studio will not be liable for any injury or reaction unless caused by proven negligence.

10. Code of Conduct

- Clients are expected to treat the therapist and other clients with respect at all times.
- Any abusive or inappropriate behaviour will result in immediate termination of the session and may result in future appointments being refused.

Aldeburgh Physio and Pilates Studio, The Tractor Shed, Kings Field, Aldeburgh, IP15 5HY