



## **PAEDIATRIC HOME PHYSIO TERMS AND CONDITIONS**

Please read these terms and conditions and sign the consent form prior to your first appointment. Signing the consent form will give your official consent to services offered by Paediatric Home Physio.

Below are the terms and conditions on which we, Paediatric Home Physio, provide physiotherapy services.

### **PAYMENT OF FEES & COSTS**

Our fees for each session will be fully disclosed to you prior to your appointment as the total cost will be calculated to include travel.

You are personally liable to pay all fees and any surcharges incurred, such as any cancellation fees. See cancellation policy below.

Private Medical Insurance – If you are using a health insurance company, you will need to pay any costs not covered by your health insurance company. This will be fully disclosed and discussed with you prior to your child's appointment.

We are happy to accept payment for our services in cash and debit deposit. We shall email a receipt following payment. We would prefer payment immediately after each session.

### **CANCELLATION OF INDIVIDUAL SESSIONS**

If you need to cancel a session with less than 24 hours' notice before it is due to take place, then you are liable to pay a 100% cancellation fee. We will make reasonable attempts to use the allotted time for other fee earning work. However, if this is unsuccessful then you will be liable to pay 100% cost of that session.

Please be aware that, in many cases, insurance companies will not pay our fees if you have cancelled with less than 24 hours' notice and if your insurance company will not pay, you will be liable for such payment. On occasion, we may have to cancel your child's session. This may occur, for example, if a therapist is sick. If we need to cancel a session, we will contact you with as much notice as possible, explaining the reason and ensure we book you another appointment at a mutually convenient time as soon as reasonably possible.

No charge will be made to you for any sessions which may be cancelled by us.

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