



## Terms & Conditions

**Last updated: 19 April 2022**

Below are the Terms and Conditions on which we, Freddie Farmer Foundation (“the Foundation”), provide Physiotherapy Services (“the Services”). The exact Services we will provide to you will depend on what we agree following the result of your initial assessment.

### **Costs of sessions and payment fees**

Our fees for each session are as confirmed by us to you. You are personally liable to pay all of our fees and any surcharges incurred, such as any cancellation fees.

We currently offer families an initial free assessment. The assessment will be carried out at the Freddie Farmer Physiotherapy Centre (“the Centre”) by one of our qualified physiotherapists. The assessment will last approximately 90 minutes and our physiotherapist will determine what is suitable for your child. If you book this free assessment, we ask that in the event that you need to cancel, you will give us at least 24 hours’ notice so that we may be able to offer this place to another family.

Cost of treatment for 2022 will be £30 an hour. e.g. 2-week block session of therapy for 2 hours each day is £600 (Monday to Friday)

A £100 deposit for each block session is payable to secure the session. This is non – refundable.

Full payment for block session(s) is payable 4 weeks prior to start of treatment.

Failure to pay invoices on time will result in the session being offered to another family.

### **Payment Methods**

We are happy to accept payment for the Services in cash, cheque, debit/credit card or via bank transfer (our bank details will be included on your invoice). Cheques made payable to Freddie Farmer Physiotherapy Centre Ltd.

## **Cancellation of Sessions**

As we have to carefully plan our diary to accommodate block sessions, we require at least 4 weeks' notice for intended cancellation.

Cancelled sessions due to medical grounds will be subject to a full refund on receipt of a medical letter otherwise the amount will be transferred to another booking or held on account for a future booking.

## **Absences**

The Foundation reserves the right to cancel sessions of therapy if a physiotherapist is ill. Where possible we will endeavor to rearrange the missed sessions. If this is not possible, a refund will be issued, or a credit applied to another booking.

If a whole block session has to be cancelled by us, we will refund the whole amount, or we will transfer the amount to another booking or held on account for a future booking.

If you have to cancel a session with less than 24 hours' notice, then you are liable to pay the cost of that session. If your child is absent due to illness for more than three days, the Foundation will endeavor to rearrange the missed sessions or apply a credit to another booking on receipt of a doctor's certificate.

In the case of vomiting bugs, we operate a 48 hour from last symptom policy. It is at the discretion of the therapist providing treatment as to whether they continue to do so if they feel a child is too unwell to continue.

## **Arriving Late for a session**

Please note any time you arrive at the Centre late for a session, you will not be added onto the end of that session. No refund will be made for late arrivals.

## **Adverse Weather Policy**

In the event of adverse weather conditions, should the Centre remain fully operational a refund will not be issued for missed sessions. If the Centre has to close then a refund for missed sessions will be made or the refund transferred to another booking, if applicable.

## **Confidentiality**

We shall treat all personal information supplied by you as confidential, pursuant to the current General Data Protection Regulations ("GDPR"). We shall not disclose such information to any third party without your prior permission, except where required by law or where action might be necessary to protect you or someone else.

## **Responsibility/Liability**

Parents must sign an agreement stating that they take full responsibility for their child and for any accidents that might occur when their child is not with a therapist having therapy.

If a child needs to use the bathroom during a session, the parent/guardian will take their child to the bathroom. All children must be accompanied to the toilet by a parent or guardian at all times.

Siblings who are present during sessions are the responsibility of parents whilst at our Centre. We ask that siblings refrain from running around our Centre as this can disrupt the therapy sessions. All siblings must remain in the family room with a parent or guardian at all times. On occasions where there may only be one therapist in the Centre providing therapy, we ask that parents stay in the Centre to aid in an emergency situation.

### **Visitor records**

All parents are required to sign in and out of the Centre using the visitor's book, leaving a contact number and their car registration details. Families are welcome to leave the Centre, but please make sure you can be contacted in an emergency.

All other occasional visitors such as teachers and other physiotherapists, must make an appointment if they wish to visit the Centre.

### **Agreements**

This agreement is between the client and Freddie Farmer Foundation. Freddie Farmer Foundation may make amendments to the current Terms and Conditions without prior warning to the client. Terms and Conditions will be issued along with the first invoice and must be signed and returned prior to the session taking place.

**SIGNED:**

**DATED:**