



## **TERMS & CONDITIONS**

Effective Date: 21.08.26

### **1. AGREEMENT TO TERMS**

By booking an appointment with Shoreline Physiotherapy you agree to be bound by these Terms & Conditions. If you do not agree, please do not book an appointment.

### **2. SERVICE DESCRIPTION**

Shoreline Physiotherapy provides physiotherapy and physical therapy services by a qualified physiotherapist. Our services include:

- Initial assessment and diagnosis
- Treatment planning
- Hands-on therapy
- Exercise prescription
- Progress monitoring
- Advice and education
- Cupping therapy

### **3. QUALIFICATIONS & INSURANCE**

Therapist Qualifications:

Ellie Nutt is registered with the HCPC

Professional indemnity insurance held with the Chatered Society of Physiotherapy

Evidence available upon request.

Qualifications include: BSc in Sports Therapy & MSc in Physiotherapy

### **4. PATIENT RESPONSIBILITIES**

You agree to:

- Provide accurate and complete medical history
- Disclose all medications and supplements
- Inform us of any changes to your health status
- Attend appointments punctually
- Follow treatment and exercise advice
- Inform us of any concerns or adverse reactions
- Comply with our clinic policies
- Pay fees as agreed

### **5. HEALTH & SAFETY**

You acknowledge that:

- Physiotherapy involves physical contact
- Treatment may cause temporary discomfort
- You have disclosed any relevant health conditions
- You are medically fit to receive treatment
- You assume all inherent risks of treatment

You must immediately inform the therapist of:

- Any pain or discomfort during treatment
- Dizziness, nausea, or unusual reactions
- Any contraindications or changes to your health

## **6. CLINICAL GOVERNANCE**

We maintain:

- Clinical records for all patients
- Up-to-date professional insurance
- CPD and training
- Adherence to HCPC standards
- Audits and reflection on practice

## **7. CONFIDENTIALITY & DATA PROTECTION**

- All patient information is treated as confidential
- Information is stored securely and is password protected
- We comply with UK GDPR and Data Protection Act 2018
- Information may be shared with healthcare providers with your consent
- See our Privacy Policy for detailed information

## **8. FEES & PAYMENT**

Standard Fees vary depending on the session booked:

- Physiotherapy initial consultation: £75 (60 minutes)
- Physiotherapy follow-up appointments: £55 (30 minutes) and £65 (45 minutes)
- Soft Tissue Therapy initial consultation: £60
- Soft Tissue Therapy follow up appointment: £40 (30 minutes) and £50 (45 minutes)

### **Payment Terms:**

Payment due in full at time of appointment

We accept: Cash and Card

## **9. CANCELLATION & RESCHEDULING**

Please see our separate Cancellation Policy.

Summary:

24 hours' notice = no charge

Less than 24 hours = full fee charged

No-show = full fee charged

## **10. FAILURE TO ATTEND**

If you fail to attend an appointment without cancellation:

- Full appointment fee is charged
- Payment must be received within 7 days
- Repeated non-attendance may result in discharge

## **11. TREATMENT OUTCOMES**

We do not guarantee:

- Specific treatment outcomes
- Cure of your condition
- Prevention of future injury
- Any particular timeframe for recovery

We do commit to:

- Professional, evidence-based treatment
- Regular progress monitoring
- Honest communication about your progress
- Appropriate referral if beyond our scope

## **12. DISCHARGE FROM CARE**

We may discharge you from our clinic if:

- Treatment is no longer appropriate or effective
- You repeatedly miss appointments without notice
- You are abusive or aggressive toward staff
- You do not follow treatment advice
- Your condition requires specialist intervention
- We lack the skills/experience for your condition

We will provide:

- 2 weeks' written notice (except in emergency situations)
- Details of your records
- A referral letter or recommendation if appropriate

## **13. LIMITATION OF LIABILITY**

To the extent permitted by law:

- We are not liable for indirect or consequential damages
- Our liability is limited to the amount you paid for services
- We are not liable for failure to treat due to circumstances beyond our control

This does not limit our liability for:

- Personal injury caused by negligence
- Breach of the Data Protection Act
- Violations of health and safety law

## **14. PROFESSIONAL INDEMNITY**

Shoreline Physiotherapy maintains professional indemnity insurance to protect patients. Details are available on request.

## **15. COMPLAINTS**

See our separate Complaints Procedure for details on how to lodge a complaint.

Summary:

- Complaints should be made in writing within 30 days
- We will respond within 14 days

## **16. REFERRALS TO OTHER HEALTHCARE PROVIDERS**

If we believe your condition would benefit from specialist input, we may recommend:

- GP referral
- Consultant specialist
- Further investigations
- Additional therapies

We will:

- Discuss the recommendation with you
- Provide a referral letter if appropriate
- Continue treatment as agreed (unless inappropriate)

## **17. EXERCISE & HOME THERAPY**

Where we prescribe home exercises:

- You assume responsibility for performing them safely
- We provide instruction either by written guidance or video footage
- You should seek clarification if uncertain
- We are not liable for injury resulting from incorrect exercise performance

## **18. INSURANCE CLAIMS**

If you wish to claim reimbursement from private health insurance:

- You are responsible for understanding your policy coverage
- We will provide receipts and treatment summaries upon request
- We are not responsible if your insurer refuses to reimburse
- Some treatments may not be covered - check your policy first
- We do not bill insurers directly

## **19. MODIFICATIONS TO TERMS**

We reserve the right to modify these Terms & Conditions with 30 days' written notice. Continued use of our services constitutes acceptance of modified terms.

## **20. GOVERNING LAW**

These Terms & Conditions are governed by English law and subject to the jurisdiction of the English courts.

**21. SEVERABILITY**

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

**22. ENTIRE AGREEMENT**

These Terms & Conditions, together with our Privacy Policy and Cancellation Policy, constitute the entire agreement between you and Shoreline Physiotherapy.

**23. CONTACT INFORMATION**

For questions about these Terms & Conditions:

Email: [shorelinephysio@outlook.com](mailto:shorelinephysio@outlook.com)

Phone: 07732 174621

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