**Walmer & Deal Physiotherapy & Sports Injury Clinic T&Cs**

**Cancellation Policy**

Please allow 24 hours’ notice of cancellation by calling or TEXT **07957195638** or Alternatively email **info@physiofirst.com**, please leave a message with your name and appointment details.

At Deal & Walmer Physiotherapy and sports injury clinic keeping to scheduled appointments is without doubt was one of the most important FEEDBACK positives we received. However, we appreciate that sometimes unforeseen circumstances may result in short notice cancellation or non-attendance. Unfortunately, fixed costs mean failures to attend (DNAs) significantly affect the business. Due to this, missed appointments (DNAs) will be charged unless adequate notification is provided. This means at least 24 hours’ notice of cancellation would avoid any cost to you. Clients who do not cancel within these times will be asked to make advance payment via the website either **PayPal** or **Credit card** prior to another appointment being booked.

**Cancellation charges are as follows:**

* Greater than 24 hours’ notice – No charge
* 12 to 24 hours’ notice – 25%
* 8 to 12 hours’ notice – 50%
* 8 hours or less notice – 100%

**Walmer & Deal Physiotherapy & Sports Injury Clinic**

**Chaperone Policy**

We are committed to providing a safe and comfortable environment where patients and staff have confidence that best practices are followed at all times and where safety is of paramount importance.  Our chaperone policy adheres to local and national guidance chaperone policies e.g., NCGST Guidance on the role and effective use of chaperones in primary and community care settings.  Although not absolutely necessary, we very much encourage you to bring a chaperone that is, another person with you during your appointment(s). A chaperone provides comfort and support whilst enabling details of what is said during your appointment, including advice and exercises to be remembered more easily.

If you feel uncomfortable with any aspect discussed or performed within the clinic, please inform us during your appointment or, if appropriate, after your appointment. We wish to remain transparent in everything we do  Please ask for greater detail.

Yours Sincerely and on behalf of viz:

Walmer & Deal physiotherapy Sports injury clinic

Mr DJ Zalech MSc, BSc (Hons), PGrad Cert. DipMSKMed. DFSEM(UK). MCSP.

Member Chartered Society of Physiotherapy - [CSP – 065585]

Member Faculty of Sport and Exercise Medicine UK [Cert - 621]

HCPC Number: PH 59812