

Terms and Conditions.

## **Appointments**

### **1.0 Initial Appointments**

Following purchase and booking of an initial assessment, you will undergo a 30 minute session consisting of a subjective and physical examination. Following this examination your physiotherapist will provide you with a clinical impression, advice and/or treatment. Your physiotherapist will involve you in decisions related to your care and formulate a treatment plan tailored to your needs. Please be aware that all initial appointments are for the assessment of **one** singular musculoskeletal complaint.

### **1.1 Follow up appointments**

Follow up appointments are for the ongoing assessment and treatment of your existing musculoskeletal complaint. They will consist of reassessment of subjective information and/or physical re-examination. The treatment offered may vary depending on your outcomes/response to previous treatment at follow-up.

### **1.2 Treatment bundle**

The treatment bundle consists of 1 initial appointment and 3 follow-up appointments with a 5% discount applied.

Once purchased, you will undergo your initial assessment as described above. Follow up appointments will be arranged together with your physiotherapist.

The treatment bundle is for **single** musculoskeletal complaints. The bundle is valid for up to 12 weeks after the purchase date and can not be used outside of this period. Any remaining appointments not used within this time are non-refundable.

## **Cancellations and missed appointments**

### **2.0 Cancellations**

Appointments canceled with less than 48-hrs notice are charged at the total cost of the booking and are non-refundable. Canceled appointments may be rescheduled up to two times without incurring a charge.

### **2.1 Missed Appointments**

Missed appointments are charged at the total cost of the booking and are non-refundable.

