

Terms and Conditions

Last updated: October 2025

These Terms and Conditions apply to all physiotherapy services provided by **YouFirstPhysio** a business registered in the United Kingdom with the regis at The Space, Sterling House, Mill Road, Burstn, Diss IP22 5TJ
By booking or receiving treatment with us, you agree to be bound by these Terms.

1. Our Services

- 1.1 We provide physiotherapy, sports massage and related rehabilitation services as described on our website and in our clinic materials.
 - 1.2 All assessments and treatments are carried out by qualified physiotherapists who are registered with the **Health and Care Professions Council (HCPC)** and the **Chartered Society of Physiotherapy (CSP)**.
 - 1.3 We do not diagnose or treat conditions outside our professional scope of practice. If appropriate, we may refer you to another healthcare professional.
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2. Booking Appointments

- 2.1 Appointments can be made by phone, email, social media or through our online booking system.
 - 2.2 It is your responsibility to provide accurate and up-to-date information when booking.
 - 2.3 We reserve the right to refuse treatment if we believe physiotherapy is not suitable or safe for you.
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3. Fees and Payment

- 3.1 Our current fees are displayed on our website and/or in our social media platforms.
 - 3.2 Payment is due at the time of treatment unless otherwise agreed (for example, through an insurer or corporate arrangement).
 - 3.3 We accept payment by cash / debit card / credit card / bank transfer
 - 3.4 If your treatment is funded by a third party (e.g. private medical insurer or employer), you remain responsible for any fees not covered by them.
 - 3.5 We reserve the right to revise our prices with reasonable notice.
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4. Cancellations & Missed Appointments

- 4.1 If you need to cancel or reschedule your appointment, please provide at least 48 hours' notice.
 - 4.2 Cancellations made with less than the required notice, will incur a 50% cancellation fee.
 - 4.3 Missed appointments or cancelled same day appointments, will incur a 100% cancellation fee.
 - 4.4 Repeated missed appointments may result in withdrawal of services.
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5. Medical Information and Consent

- 5.1 You must disclose all relevant medical information before treatment begins, including current medications, injuries, or health conditions.
 - 5.2 We will explain the nature and purpose of any proposed treatment and obtain your informed consent.
 - 5.3 You have the right to withdraw consent or stop treatment at any time.
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6. Confidentiality and Data Protection

- 6.1 All personal and medical information is handled in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.
 - 6.2 Your records will be kept securely and confidentially.
 - 6.3 You have the right to access your records upon written request.
 - 6.4 For more details, please refer to our **Privacy Policy**.
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7. Liability

- 7.1 We will exercise reasonable skill and care in providing our services.
 - 7.2 Except where prohibited by law, we shall not be liable for any indirect or consequential loss or damage.
 - 7.3 Nothing in these Terms limits our liability for death or personal injury caused by our negligence or fraud.
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8. Insurance and Third-Party Payments

8.1 If you are claiming through private health insurance, it is your responsibility to check your policy terms and ensure you are covered for treatment.

8.2 You remain responsible for any fees not paid by your insurer.

9. Conduct

9.1 We expect all patients to behave respectfully towards our staff and other clients.

9.2 Abusive or inappropriate behaviour will not be tolerated and may result in termination of treatment.

10. Complaints

10.1 We aim to provide high-quality care. If you are dissatisfied, please raise your concern with your treating physiotherapist in the first instance.

10.2 If unresolved, please submit a written complaint to **Ciara Kidd, Lead Physiotherapist at YouFirstPhysio**.

10.3 If you remain dissatisfied, you may contact the **Chartered Society of Physiotherapy** or the **HCPC**.

11. Governing Law

These Terms and any dispute arising from them shall be governed by and construed in accordance with the laws of **England and Wales**, and subject to the exclusive jurisdiction of the **courts of England and Wales**.

12. Contact Information

If you have any questions about these Terms, please contact us at:

YouFirstPhysio

Address: The Space, Sterling House, Mill Road, Burston, Diss IP22 5TJ

Email: youfirstphysiotherapy@gmail.com

Phone: 07939195325

Website: <https://www.youfirstphysio.com/>