

TERMS & CONDITIONS

1. Charges for therapy:

Please see charges within our site.

2. Payment methods for patients not insured:

We request that payment is made following each treatment session. This may be by debit/credit card, (not AMEX) cash, or cheque. Cheques should be made payable to Farnham Physiotherapy & Sports Clinic Ltd.

3. Payments through Insurance companies:

Farnham Physiotherapy & Sports Clinic Ltd are registered with all major medical insurance companies. We will invoice the insurance company direct on your behalf provided you give us the appropriate policy/authorisation numbers at your FIRST APPOINTMENT.

4. Late payments may result in an administrative charge being added:

If overdue invoices or letter are not settled, we may use a debt recovery service.

5. Non attendance and cancellation:

If you do not attend or do not cancel your appointment at least 24 hours prior to the appointment time, the full charge for the appointment will be made unless exceptional circumstances apply.

6. Access to medical records:

Farnham Physiotherapy & Sports Clinic Ltd will supply photocopies of records to a third party subject to receipt of the request in writing with your full signature. There will be an administration charge of £40.00 for this service.

7. Discharge report:

As a matter of good practise your physiotherapist may send a discharge report/letter to your general practitioner or consultant. Please inform your physiotherapist if you do not wish them to do this.

8. If you have a complaint please contact the office by telephone (01252 726479) or in writing to: Jane Campbell, Practice Manager, Farnham Physiotherapy & Sports Clinic Ltd, 20 Firgrove Hill, Farnham, Surrey GU9 8LQ.