



**TERMS AND CONDITIONS FOR BOOKING PHYSIOTHERAPY APPOINTMENTS AT A6 PHYSIOTHERAPY**  
(To be read in conjunction with [Privacy Notice](#))

**APPOINTMENT BOOKINGS**

All physiotherapy appointments can be booked over the telephone by calling 01257 230140 or via our website [www.a6physio.co.uk](http://www.a6physio.co.uk)

Appointments available can be face to face or virtual using remote technology.

If you wish to book a Sports Massage or Podiatry appointment these can be done directly through these therapists by contacting them directly. Please see our "About" page on our website [www.a6physio.co.uk](http://www.a6physio.co.uk) for further details.

**FACE TO FACE APPOINTMENTS**

Face to face appointments is payable for on the day via debit or credit card payment or cash. If payment is not made at that appointment then an invoice will be emailed to you, and this can be paid for over the telephone using debit or credit card or by using online banking. Please see late payment charges. 2 days before your appointment you will receive an appointment reminder via email. Please ensure you give us the correct email details. It is still your responsibility to remember your own appointment and in the case that you do not receive the email reminder the clinic will not be held responsible for any missed appointments. Please read the contents of your appointment reminder as you will be required to respond. **Please note: When completing new patient registration form, we do not offer SMS reminders. Please select email options when prompted.**

**COVID**

***Although national restrictions on facemasks and social distancing have now ended, as a healthcare setting, infection prevention control guidance is to remain unchanged at A6 Physiotherapy.***

Attending an appointment in person increases the risks of transmission of Coronavirus.

As a result, A6 Physiotherapy has safety measures in place to reduce the risk of cross- infection.

The practice is cleaned using anti-viral cleaning products after each patient and at the end of each day.

All therapists will continue to wear appropriate PPE and we politely ask all patients, unless exempt, to continue wearing a facemask (for the safety of therapists and other patients). Please use a surgical facemask- cloth or fabric is not acceptable. We can provide a mask if you don't have one.



**A6**  
**PHYSIOTHERAPY**  
**& SPORTS INJURY CLINIC**  
**CHARTERED**  
**PHYSIOTHERAPISTS BSc (HONS), MCSP, MHCPC & MAACP.**  
**A6 PHYSIOTHERAPY, BELLRENO, BOLTON ROAD, CHORLEY, LANCs. PR74AJ.**  
**Tel:01257230140**  
**EMAIL:** [info@a6physio.co.uk](mailto:info@a6physio.co.uk) **WEBSITE:** [www.a6physio.co.uk](http://www.a6physio.co.uk)

We will encourage everyone to use the hand sanitisers on arrival and departure of the clinic. We are no longer checking temperature but ask if you have any COVID, cough or cold symptoms you contact the clinic to rearrange your appointment. For latest COVID information see [www.gov.uk](http://www.gov.uk) for guidance.

Not informing the clinic of a cancellation will incur a charge for the missed appointment up to the full fee. Please see failed appointments/late cancellations.

Our waiting room is now open but limited to 2 people waiting at any one time- please wear a facemask in the waiting room. If you have no facemask or the waiting room is full, please wait in your vehicle (if possible) until your therapist comes out for you.

It is recommended that you bring your own shorts for back and lower limb complaints and vest/singlet for spinal and upper limb complaints for adequate assessment of these body parts.

Should you wish to have a remote consultation instead of a face-to-face appointment we can offer this. Speak to your physiotherapist. Please see virtual appointments.

Children under 16 must be chaperoned by an adult and anyone can bring a chaperone or someone to assist them. These COVID terms will apply to your chaperone.

#### **FAILED APPOINTMENTS/LATE CANCELLATIONS**

The clinic reserves the right to charge full treatment costs for any appointments that are not attended. If an appointment is cancelled with less than 48 hours/2 working days' notice a charge will be made up to the full cost of treatment. This will be at the discretion of the treating therapist.

#### **VIRTUAL APPOINTMENTS**

Virtual appointments are made using Zoom or WhatsApp. When booking a virtual appointment, you will be required to pay for this up front. This can be done over the telephone using debit or credit card or via online banking. Once payment has been received you will receive your virtual appointment invitation via email. At the time of your appointment click on the link and wait for your physiotherapist to admit you to the meeting. If you require any assistance with this technology a practice session can be arranged prior to your appointment and/or your physiotherapist can call you by telephone at the time of your appointment and talk you through the connection process. We cannot be responsible for your Wi-Fi connection, so it is recommended you do a test run before your appointment time to be sure your appointment runs smoothly.



# A6

# PHYSIOTHERAPY

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## **MEDICAL INSURANCES**

We are recognised by most health insurance companies. You will probably be required to have seen your GP prior to the commencement of treatment. Insurance details such as policy number/authorisation

number are required before the first visit. Please contact the clinic to give this information on 01257 230140.

Some policies have an excess applied to them. This must be paid to the clinic directly. You are liable for all payments that your insurance company does not pay.

## **PERSONAL DATA STORAGE**

To book an appointment, we will require information, such as name, date of birth, address, email address, GP surgery name and next of kin details. This information is stored on our software package called Nookal. The storage and management of sensitive client and business data is an important factor. Our software supplier Nookal are ISO 27001 certified, as well as having a dedicated infosec team to ensure the data of our clients is protected to the highest possible level. All data is stored in highly secure, monitored datacentres around the world. Your data is typically stored in the country, for example Nookal's UK customers have their data hosted in the UK and Australian clients have their data hosted in Australia. Please see [Privacy Notice](#).

## **LATE PAYMENTS**

Payment terms are that invoices are paid within 7 days. Any late payments are liable to incur an administration charge of £20.00. If any invoices remain unpaid after 60 days these accounts will be given to a debt recovery service.

## **CUSTOMER SATISFACTION**

If you are not happy with our service, we would like to know about it in order that we can address the situation as soon as possible. This can be done in writing to Mrs S Durnian and sending via email to [info@a6physio.co.uk](mailto:info@a6physio.co.uk) All complaints will be acknowledged with 5 working days of receipt of email and further investigated within 10 working days.

If you require any further information on our terms and conditions regarding booking appointments, then please contact the clinic by telephone or email.