



Harley Street Physiotherapy Terms and Conditions

Effective Date: 24.01.2025

Thank you for choosing HARLEY STREET PHYSIOTHERAPY GROUP. By scheduling or attending a session, you agree to the following terms and conditions. Please read this document carefully.

1. General Information

- HARLEY STREET PHYSIOTHERAPY GROUP provides physiotherapy and wellness services to individuals seeking rehabilitation, pain management, and physical therapy.
- We have 3 clinics. The locations and contact numbers are below:
 - Harley Street Physiotherapy
 - 3rd Floor North 25 Wimpole Street W1G8GL London
 - 02072244588
 - Harley Street Physiotherapy at Linklaters
 - One Silk St, City of London, London EC2Y 8HQ, United Kingdom
 - 020 7224 4588
 - Louise Jewers Physiotherapy
 - The Hogarth Health Club, Airedale Avenue, Chiswick, West London, W4 2NW
 - 020 8149 4825
 - Sprint Physiotherapy and Wellness
 - 2 Drayson Mews, London W8 4LY London
 - 020 7938 1350.

2. Services Provided

- We offer a variety of services including, but not limited to, manual therapy, dry needling, exercise prescription, rehabilitation for injuries, post-surgery rehabilitation, and more.
- All services provided are intended to improve the health and physical function of our clients.

3. Appointment Booking & Cancellation Policy

- **Booking Appointments:** Appointments can be made through our website, over the phone, or in-person at the clinic.

- **Cancellation Policy:**
 - You must cancel or reschedule your appointment at least 24 hours before your scheduled time to avoid a cancellation fee.
 - Cancellations made within 24 hours of the appointment will be charged the full session fee.
 - If you fail to attend your appointment without notice (no-show), you will be charged the full session fee.
- **Late Arrivals:** If you arrive late to your appointment, we may have to shorten the length of your session to accommodate our schedule. Full payment will still be required.

4. Payment Terms

- Payment is due at the time of service unless otherwise agreed upon.
- We accept the following methods of payment: Credit Card, Debit Card, Cash, Bank Transfer.

5. Insurance & Coverage

Harley Street Physiotherapy Group is covered by insurance, and we will submit claims on your behalf where applicable.

- **Patient Responsibility:** It is your responsibility to confirm with your insurance provider whether your specific treatment is covered. If your insurance does not cover the full cost of treatment, or if any portion of the treatment is denied or uncovered, you will be responsible for paying the remaining balance.
- **Co-pays & Deductibles:** Any co-pays, deductibles, or out-of-pocket expenses required by your insurance plan are your responsibility and must be paid at the time of service.
- **Out-of-Network:** If we are not in-network with your insurer, you may be required to pay the full amount upfront. We can provide a receipt for you to submit to your insurer for reimbursement, but it is your responsibility to ensure that the treatment qualifies for reimbursement under your policy.

6. Client Responsibilities

- You agree to provide accurate and complete medical history and any relevant information related to your health and treatment.
- You must inform your physiotherapist of any changes in your medical status, including but not limited to medications, injuries, or surgeries.
- You are responsible for following your physiotherapist's recommendations and guidelines for treatment, exercises, and any at-home rehabilitation.

7. Privacy & Confidentiality

- We are committed to protecting your privacy. Your personal and health information will be kept confidential and only shared with third parties if required by law or as necessary to provide your treatment.
- All personal data will be stored securely and used exclusively for purposes related to your care.

8. Health & Safety

- Please inform the physiotherapist if you feel unwell, are pregnant, or have any medical conditions that could affect your treatment.
- If you are experiencing acute pain or injury, we may recommend that you consult your physician before proceeding with treatment.

9. Liability

- While we take great care in providing high-quality physiotherapy services, we do not assume responsibility for any adverse reactions or injuries that may occur as a result of the treatment.
- You acknowledge that you are participating in physiotherapy sessions at your own risk and agree to hold Harley Street Physiotherapy Group harmless from any claims, losses, or damages.

10. Amendments to Terms

- Harley Street Physiotherapy Group reserves the right to amend or update these Terms and Conditions at any time. Clients will be notified of any material changes via email or notices in the clinic. Your continued use of our services after such changes signifies your acceptance of the updated terms.

11. Complaints & Dispute Resolution

- If you have any complaints or concerns about your treatment or experience at Harley Street Physiotherapy Group, please contact us using the contact information below
 - Harley Street Physiotherapy
 - Email - info@harleystreetphysiotherapy.co.uk
 - Phone number - 02072244588
 - Harley Street Physiotherapy at Linklaters
 - Email - info@harleystreetphysiotherapy.co.uk
 - Phone number - 02072244588
 - Louise Jewers Physiotherapy
 - Email - info@louisejewersphysio.co.uk
 - Phone number - 02081494825
 - Sprint Physiotherapy and Wellness
 - Email - info@sprintphysio.co.uk
 - Phone number - 02079381350
- We are committed to resolving any disputes amicably and may offer a resolution through discussion or other suitable means.

By scheduling an appointment or using our services, you acknowledge and agree to the terms outlined in this document.

Contact Information:

- Harley Street Physiotherapy
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 - Email: Info@harleystreetphysiotherapy.co.uk
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