

Well Woman Physio - Services terms and conditions

[DATE] v1.0 May 2025

Where to find information about us and our services

You can find everything you need to know about us, Well Woman Physio, and our services on our website before you make a booking. We also confirm the key information to you in writing after you book, by email.

When you book with us you agree that:

1. We only accept bookings when we've checked them 1
2. Sometimes we reject bookings 1
3. We charge you when [you book an appointment OR we accept your appointment booking]... 1
4. We're not responsible for delays outside our control 1
5. You have the right to change your mind..... 2
6. We don't compensate you for all losses caused by us or our services..... 2
7. We use your personal data as set out in our Privacy Policy 2
8. You have several options for resolving disputes with us 2
9. Other important terms apply to our contract..... 2

1. We only accept bookings when we've checked them

We contact you to confirm we've received your booking and (normally within [PERIOD]) to confirm we've accepted it.

2. Sometimes we reject bookings

Sometimes we reject bookings, for example, because you are deemed unfit or unsuitable for the requested treatment. When this happens, we let you know as soon as possible and refund any sums you have paid.

3. We charge you when [you book an appointment OR we accept your appointment booking]

[However, for some services we take payment at regular intervals, as explained to you during the order process.] All appointments booked through our website must be paid for in full at the time of booking. [Expand on booking/billing process for non-online if you want to].

4. We're not responsible for delays outside our control

If we need to reschedule or cancel your booking, for example due to an event outside our control, we will contact you as soon as possible to let you know and provide you with a refund in the event of cancellation by us.

5. You have the right to change your mind

Your legal right to change your mind. In most cases, you have a legal right to change your mind about your upcoming booking and receive a refund of what you paid. This is subject to some conditions, as set out below.

The deadline for changing your mind. If you change your mind about a booking, you must let us know within 14 days' of us confirming your appointment.

Late cancellations. If you cancel your appointment with less than 24 hours' notice, or do not attend your appointment, then you will not usually be eligible for a refund. This is to cover our reasonable losses as a result of late cancellation, or non-attendance.

When and how we refund you. If you are eligible for a refund, we will refund you as soon as possible and within 14 days of you telling us you've changed your mind. We refund you by the method you used for payment. We don't charge a fee for the refund.

Cancellation and refund policy. You can read our full Cancellation and Refund Policy at the link below, which also explains how you can reschedule an appointment.

<https://wellwomanphysio.co.uk/cancellation-and-refund-policy/>

6. We don't compensate you for all losses caused by us or our services

We're not responsible for losses you suffer caused by us if the loss is:

- **Avoidable or unexpected.** Something you could have avoided by taking reasonable action, or it was not obvious that it would happen and nothing you said to us before we accepted your booking meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.** As long as we have taken the steps set out in paragraph 4.

7. We use your personal data as set out in our Privacy Policy

How we use any personal data you give us is set out in our Privacy Policy:

<https://wellwomanphysio.co.uk/privacy-policy/>

8. You have several options for resolving disputes with us

Our complaints policy. We will do our very best to resolve any problems you have with us or our services as set out in our Complaints Policy:

<https://wellwomanphysio.co.uk/complaints-policy/>

Resolving disputes. If a complaint is not resolved to your satisfaction, you can submit a complaint to the Chartered Society of Physiotherapy (CSP) through their website at <https://www.csp.org.uk/>. If you're not satisfied with the outcome you can still go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts.

9. Other important terms apply to our contract

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.