

## **Clinic Booking Terms & Conditions**

I am always pleased to assist my clients whenever I can. This document gives details of my terms & conditions of service. If, however, you have any queries or need clarification, please do not hesitate to contact me.

Please be aware that any information provided through any part of the website is for information purposes only and does not constitute professional advice. No professional can give advice without a clinical consultation.

### **Consent forms**

At our initial meeting you will be required to sign a written consent form allowing me to offer and treat you. The form must be signed before any advice or treatment is carried out.

### **Fees**

My appointments are made on a first come first served basis

Payment is required at the time of the appointment where care and treatment are provided

Payment may be made by cash or card. Cheques are not accepted

### **Late cancellation or missed appointments**

I reserve the right to charge a £30 cancellation fee in the event of a missed appointment, or if less than 4 hours notice is given to cancel. Please call me to discuss circumstances which are outside your control and that prevent your attendance. I will be happy to rearrange your appointment and reserve the right to charge the full fee if the second appointment is also cancelled or you fail to attend.

### **Late appointments**

I appreciate that some clients may travel some distance to get to a clinic and in some cases being late is unavoidable. If you are more than 15 minutes late please be aware that you may be asked to reschedule and this will incur a £20 fee which is redeemable against the cost of any future appointment

### **Personal details**

It is very important that you give a full medical history, details of any medication you may be taking or other details which may be relevant to the care I provide ( ie recent illness or surgery for example)

### **Complaints policy**

I take complaints about any aspect of my services very seriously in order to ensure all clients have a positive experience.

Should you feel the need to make a complaint I ask that you make this in writing or by email in the first instance. The contact form can be found on the website. Complaints must be made by the patient or an authorised person on the client's behalf. Complaints should be clear so they can be dealt with efficiently.

Every complaint will receive written/email acknowledgment, and I will strive to resolve the complaint within a quick and reasonable period of time (usually within 2 weeks)

### **Data Protection Act**

All clinical notes remain the property of Petra Traynor.

Notes are kept locked away in a secure cabinet in accordance with data protection.

By continuing to book you confirm you agree with my terms and conditions