

# **FEET TO GO PODIATRY HOME VISITS**

## **TERMS & CONDITIONS**

### **Podiatry treatment is supplied subject to the following terms and conditions:**

1. Payment may be made by cash, bank transfer (BACS), or debit/credit card in person or over the telephone. **Pre-payment in respect of the full fee is required for all new patients before appointments can be confirmed.** For existing patients, payments must be made on the day of the appointment or in advance if requested.
2. **All services are chargeable until otherwise stated.**
3. Feet to Go Podiatry & Chiropody provide appointment reminders where you have supplied a valid email address or mobile phone number and have consented to receive such reminders. **You are responsible for ensuring that you accurately record the date and time of your appointment.** If you are unsure as to your appointment time, please telephone my receptionist on **01234 794 100.**
4. I am committed to being fully accessible. I accept calls via Next Generation Text (formally known as Type Talk or Text Relay). This is a service for deaf and hard of hearing people. You will need a text phone to access NGT.
5. Home Visits are arranged at the sole discretion of the Podiatrist. I reserve the right to refuse visits and you may be offered a clinic appointment as an alternative.
6. If English is not your first language, please note that you are responsible for arranging an interpreter. You must confirm upon booking that the interpreter will be present.
7. Appointments are arranged by mutual agreement between us and you. You are legally obliged to keep the appointment subject to the following appointment policy:

## **Appointments – Bookings**

1. **All appointments must be arranged/rescheduled or cancelled by telephone only on 01234 794 100.** I regret that I cannot respond via email or Messenger to appointment queries.
2. New patient appointments take approximately 1 hour. Please ensure you have enough time to receive maximum benefit.
3. I make every effort to attend at the allocated time but cannot be held responsible for traffic issues, adverse weather conditions and other circumstances beyond my control which may delay my arrival.

## **Appointments – Cancellation Policy**

1. All appointments may be cancelled or rescheduled **by telephone only** up to 24 hours before your appointment. **Cancellations cannot be accepted via email, Messenger, or SMS text message.** If your appointment is on a Saturday or Monday, you **must** notify me by 9am on the Friday before your appointment. **I reserve the right to charge the full fee for any appointments cancelled with less than 24 hours notice.** A telephone answering machine is available outside normal office hours which records the date and time of all messages.
2. All late cancelled and failed (missed) appointments must be paid for **no later than 7 days** after the date on the invoice. No further appointments will be offered until outstanding fees are paid.
3. If you have a history of poor attendance or late cancellation, I reserve the right to request payment in advance. Should you refuse to pay then I reserve the right to refuse treatment.
4. I reserve the right to reschedule or cancel your appointment. I will only do this in exceptional circumstances such as illness, accident, adverse weather conditions or any other issue that prevents me attending your appointment. I endeavour to give you as much notice as possible.

## **Access**

### **Warden controlled housing, flats, hospitals and nursing homes**

1. If you live in a flat with a door entry system, you are responsible for arranging my access to the building.
2. If you are unable to answer your door or have poor hearing, **you must arrange for someone to be present to let me in. Scheme managers and care staff should not be relied upon for this duty.** Failure to answer your entry system is classed as a missed appointment and the full fee will be charged.
3. If you live in a flat upstairs with no lift, then I am unable to visit you.
4. I am unable to visit Bedford General Hospital South Wing or the Archer Unit.
5. I visit **existing patients only** in nursing/care homes. Please ensure that the care staff are made aware of the date and time of my visit. **Payment must be made via BACS at least 24 hours before the appointment.**

## **Car Parking**

1. Home visits are only available to patients with suitable car parking facilities. Examples of suitable car parking includes driveway, and on road parking in the immediate vicinity of your property or in the case of flats, a visitor's car park. You are responsible for ensuring that parking is available. If no parking is available upon my arrival and I cannot fulfil the visit, the full fee will be charged.
2. Car parking charges are **not** included in the cost of your treatment.

These Terms & Conditions are correct as of 30<sup>th</sup> January 2023 and will be reviewed on a regular basis.