

# **Feet to Go Podiatry – Clinic 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 are confirmed. This applies to all appointments booked after 6th June 2022. For existing patients, payment must be made on the day of the appointment or in advance if requested. Cheque payments can only be accepted in exceptional circumstances where other payment methods are not available.
2. 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 reception team on **01234 794 100**.
3. 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.
4. Non-English speakers are responsible for arranging their own interpreter. You must confirm upon booking that the interpreter will be present.
5. 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 may be booked online or by telephone on 01234 794 100. I cannot respond via email or Messenger due to the high volume of enquires I receive.
2. New patient appointments take approximately 50 minutes. Follow up appointments take approximately 30 minutes.

# Appointments - Cancellation Policy

1. All appointments may be cancelled or rescheduled by telephone only up to 3 days before your appointment. So, for Thursday appointments before 8.30am on Monday, Saturday appointments before 8.30am on Wednesday and Sunday appointments before 8.30am on Thursday. Cancellations cannot be accepted via email, Messenger or SMS text message. Cancellations made 3 days or less before the appointment will incur a cancellation fee of £15. The fee will be waived only if the appointment is re-booked by another patient. **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.

4. From time to time I may unavoidably need to reschedule or cancel your appointment. I will only do this in exceptional circumstances not limited to illness, accident, or adverse weather conditions, that prevents me fulfilling your appointment. I undertake to give you as much notice as possible.