

**Podiatry4U Limited**  
The Foot Clinic  
1 Boughton Green Road  
Kingsthorpe  
Northampton  
NN2 7SW  
01604 791 220

## **Podiatry Services**

### **Standard Terms and Conditions**

Appointments for treatment at the clinic may be made by phone at the number above, Late arrival for an appointment may mean you cannot be seen but will be charged. Home visit appointments are available, again please phone for an appointment.

#### **Payment information**

Unless previously agreed otherwise, payment in full must be made prior to or at the time of treatment. Payment may be made by cheque, cash or by card. Invoices can be issued in advance of treatment if a request is made at the time of booking the appointment and at least two full working days in advance of the appointment. A receipt for payment will be provided if requested.

A deposit taken for a particular service does not form part payment for a different service e.g. nail surgery deposit cannot be used to pay for nail cutting.

#### **Late payments policy**

Where an invoice is issued and payment is delayed beyond seven days from the invoice date an additional charge of: £15 for appointments in our clinics and £20 for home visit appointments will be due.

If a letter is required to chase late payments an administrative charge of £25 maybe incurred.

Any services that are provided by Podiatry4U that are not paid on time will be considered in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 and interest charged

#### **Non-Attended Appointments**

Non-attended appointments which are not rebooked must be paid in full.

Where no prior notice of non-attendance has been given re-booking will incur an administration fee of 5 pounds.

#### **Late Attendance At Appointments**

A nominal fee will be charged on appointments which are attended more than 15 minutes late.

## First Consultation / Appointment

The initial appointment/consultation may be a consultation only if time is required to consider the treatment options.

An explanation of this will be given at the consultation, with an option to have the chosen / appropriate treatment carried out at a later date. A Cost of the treatment will be taken at the consultation for the forthcoming treatment.

## Deposits

A one off rearrangement of nail surgery will not incur a loss of the deposit. However, a second rearrangement will incur a 50% loss of the deposit.

## Insoles

Orders cannot be cancelled from the manufacturer once money has been paid. Therefore refunds cannot be considered unless the insoles are shown to be unsuitable.

## Refund and cancellation policy

Due to unforeseen circumstances we are aware that some appointments will need to be re-arranged or cancelled at short notice. However, we would be grateful of at least 1 week's notice of these changes.

If the a patient has to cancel an appointment for any reason, then the following costs will be charged:

- One week's notice – no costs will be charged
- Less than one week's notice – 50% will be charged
- 48 hours or less notice – 100% will be payable

If cancellations become frequent (the definition of frequency will be at our discretion), we will change payment terms for future appointments for the patient, so that they are paid in advance and therefore, any subsequent cancelled appointments would be non-refundable. We will give 7 days' notice in writing if we enforce this clause.

With regard to rearrangements, if an appointment is rearranged at short notice, then nothing will be charged if that appointment is rearranged within 3 weeks of the original booked date. If a rearranged appointment is subsequently cancelled even with more than 7 days' notice then the whole fee will be charged.

Unreasonable requests - as decided by Podiatry 4U - for administration work (e.g. significant/multiple emails/communication on the same subject ) will incur a minimum administration cost of £25.

Surgery bookings with deposit taken can be rearranged with 3 days notice. However, the appointment must be rebooked and attended within 6 months.

Refunds of deposits including partial refunds may be given at the podiatrist's discretion. An administration fee will be charged.

Unauthorised chargebacks will incur a 40 pound admin fee and the card company fee will be passed on to the customer e.g. when a refund has been agreed to be paid to the customer and a chargeback is made via a card company.

## Using a Private Medical Insurance Policy

If you are planning to use private medical insurance (PMI), please contact your insurer as soon as possible and before your appointment to ensure you meet the terms of your policy. You will need to make the claim direct to your PMI provider, the Foot Clinic will provide an invoice for the treatment to assist in this claim. Payment direct to the Foot Clinic will need to be made at the time of the appointment or before and a reclaim made by the patient.

## Unpaid debts

It is the policy of the Foot Clinic to pursue all outstanding debts through the small claims court. Interest will be charged on such debts. Administration charges also apply.

## Nail Reconstruction Procedures

Terms and Conditions Nail reconstruction is a gel based treatment applied to the nail and nail bed. Trauma and pressure to the gel nail may cause it to dislodge. Open toed shoes must be worn for the day of the procedure and the treated nail must be kept dry and free of trauma for a minimum of 24 hours. Nail reconstruction has anti-fungal properties and can aid healing and nail regrowth. The foot clinic does not undertake such treatment solely for cosmetic purposes. Occasionally the gel nail will not bind properly and may need to be reapplied. The foot clinic will undertake to repeat the treatment should it consider that this is appropriate. A further charge may be necessary in certain circumstances subject to the discretion of the clinician.

This is a clinical / cosmetic coverage of a damaged nail plate (looking to improve the appearance of the Nail). We are not a beauty nail bar and aim to improve the appearance of unsightly or damaged nails by this procedure. We aim to make the nail look natural after the application which provides protection to the skin and structures below.

## Conduct

**We have a policy of No Tolerance regarding verbal or any other form of aggressive or intimidating behaviour. If this is perceived by the staff , the telephone conversation or treatment will be terminated.**

## GPDR

Information is held within the boundaries of the practice. By giving the information the patient gives consent for the sharing of the information within the practice. The practice encompasses the company and its associates .

We request your consent should we recommend photographs be taken for the purpose of recording the progression of your treatment.

## Governing Law

This agreement shall be governed and construed in accordance with the laws of England