

Treatment Terms and Conditions

APPOINTMENTS

Contact time with Kirsty Ferry-Cook will last for the specified booked treatment duration. Time for undressing/dressing, and any required re-assessments are included in this contact time slot, as well as time to discuss anything clinically relevant.

All new clients will need to complete a medical health screening and pre-treatment consultation form.

The link is found within the appointment confirmation email, and the appointment reminder email, (which is sent 48 hours before your initial appointment).

All new Sports Therapy and ScarWork Patients please book an "initial consultation" appointment for your first visit, where additional time (75-90 minutes) is allocated for any required evaluation and assessment and to discuss your medical screen before the hands-on treatment.

Please wear appropriate clothing if an evaluation or assessment may be required (Sports Bras / Vest Tops / Sports Shorts) it may be necessary for the Therapist to view posture / look at limbs clear from clothing / perform joint assessment etc.

CONDUCT

Inappropriate behaviour will not be tolerated and Kirsty reserves the right to terminate treatment immediately if any patient demonstrates inappropriate behaviour, with full treatment charges to apply.

CANCELLATION POLICY

A booking is considered confirmed once a time and date has been agreed between therapist and patient.

Cancellations BEFORE 24 hours of your allocated appointment time will not be charged.

Cancellations within 24 hours of your treatment time 50% of treatment cost is payable.

Cancellations ON THE DAY of your appointment time or DNA'S 100 % of treatment cost is payable.

COVID

An on line Covid declaration is included in the initial medical health screening.

Away Pain Therapy / Brighton Scar Work

A further declaration will need to be signed in clinic at subsequent appointments to confirm that there has been no change in Covid status & that you are symptom free.

By signing this declaration, you are agreeing to taking the risks involved with face to face treatments during the pandemic. Although all measures have been taken to limit risk and avoid transmission, by signing this declaration, you agree to receiving hands on therapy and to the risks of close contact services.

PLEASE CANCEL YOUR APPOINTMENT IF YOU BECOME SYMPTOMATIC, HAVE BEEN IN CONTACT WITH ANYONE ASKED TO ISOLATE, HAVE BEEN IN CONTACT WITH ANYONE WITH CONFIRMED OR SUSPECTED COVID.

PAYMENT

You can choose to pay on booking, or for existing patients, you may pay after your treatment via Cash, or major bank card. Patients can also opt to pay by BACS prior to treatment. Please bring correct amount if paying cash as change cannot be guaranteed.

Initial appointments and new patients will be asked to make payment when making their first booking.

GDPR

By partaking in the consult process you agree to being contacted by email or text message by Kirsty Ferry-Cook. This will be for appointment confirmations, reminders and any treatment related communication such as rehab programs. You will be added to the mailing list but can opt out if you do not wish to be contacted with news, updates or offers from Away Pain Therapy. We do not spam and aim to make contact up to twice per month maximum.

The information you have supplied on the screening form and pre-treatment consultation must be true and correct, and you must inform Kirsty Ferry-Cook immediately of any changes in your medical history or injury presentation or Covid status.