

Terms and Conditions

Bookings and payment

All appointments must be booked and paid for in advance via the online booking system. Your appointment is only confirmed once payment has been received.

Cancellation policy

Appointments cancelled more than 48 hours before the scheduled time are eligible for a full refund. Appointments cancelled between 24 and 48 hours are eligible for a 50% refund. Appointments cancelled with less than 24 hours notice are not eligible for a refund. Failure to attend will result in the full fee being retained.

Late arrival

If you arrive late, your session may be shortened to avoid impacting subsequent patients. The full appointment fee remains payable.

Treatment suitability

All treatment is provided based on clinical assessment and professional judgement. Together Physiotherapy reserves the right to decline or modify treatment where clinically appropriate.

Medical information

You must provide accurate and complete medical information. Failure to do so may affect treatment safety and outcomes.

Results

While physiotherapy and remedial massage are evidence-based, outcomes cannot be guaranteed.

Liability

Together Physiotherapy accepts no liability for loss or damage to personal property during your visit, except where required by law.

Privacy

Your personal information will be handled in accordance with our Privacy Notice.

Changes to terms

These terms may be updated periodically. The latest version will always be available on the website.

Contact: info@togetherphysiotherapy.com | www.togetherphysiotherapy.com

Last updated: 26 February 2026