



## Patient Terms & Conditions

These terms and conditions outline the agreement between Lotus Physiotherapy and patients receiving physiotherapy services. They ensure compliance with professional and regulatory requirements, including the Health and Care Professions Council (HCPC) Standards of Conduct, Performance and Ethics, as well as relevant guidance from the Chartered Society of Physiotherapy (CSP). These terms apply to all patients attending the clinic for treatment.

### Definitions

- "Clinic" refers to Lotus Physiotherapy, registered at Bridport leisure centre, Brewery Fields, Skilling Hill Rd, Bridport, DT6 5LN.
- "Patient" refers to any individual receiving physiotherapy services at the clinic.
- "Services" refers to physiotherapy treatments and related healthcare services provided by the clinic.

### Appointments and Cancellations

- Appointments must be booked in advance and are subject to availability.
- Patients are required to provide a minimum of 24 hours' notice for cancellations or rescheduling.
- Late cancellations or non-attendance without notice may incur a charge of the full fee of the scheduled session.
- The clinic reserves the right to refuse further bookings if repeated missed appointments occur.
- Emergency cancellations due to illness or unforeseen circumstances may be considered on a case-by-case basis.

### Payment Terms

- Payment is required at the time of treatment unless an alternative arrangement has been agreed in advance.
- When booking online, payment is required immediately at the time of booking using a debit/credit card.
- In person accepted payment methods include cash, debit/credit cards, bank transfer or payment via payment link.
- Currently we do not accept claims through insurances except where the patient is in sole charge of a cashback scheme and invoices will be made available if requested.
- Fees are subject to periodic review, and any changes will be communicated in advance.

### Medical Information and Consent

- Patients must provide accurate and complete medical history before treatment commences.
- Informed consent will be obtained before any physiotherapy intervention. Patients have the right to withdraw consent at any time.
- The clinic may refuse treatment if it is deemed clinically inappropriate or if medical information is incomplete.
- Patients should inform the physiotherapist of any changes to their health condition that may affect treatment.

### Confidentiality and Data Protection

- Patient information is handled in compliance with UK GDPR and the Data Protection Act 2018.
- Medical records are stored securely and kept confidential, accessible only to authorised personnel.
- Information may be shared with other healthcare providers with patient consent when necessary for clinical care.
- Patients have the right to request access to their records in writing.
- The clinic is registered with the Information Commissioner's Office (ICO).
- For further information please refer to the Privacy Policy.

**Health and Safety**

- The clinic adheres to all relevant health and safety regulations to ensure a safe treatment environment.
- Patients must follow any safety instructions provided by staff.
- Any infectious conditions should be disclosed before attending appointments to prevent risks to staff and other patients.
- For infectious conditions like Covid-19 and Noro virus, we request the patient to be symptoms free for at least 48 hours before attending the clinic to prevent risk of exposure of staff and other patients.

**Professional Liability**

- The clinic maintains professional indemnity and public liability insurance as required by the HCPC and CSP.
- The clinic is not liable for loss or damage to personal property during visits.
- The clinic is not liable for theft or damage of bikes and cars in the leisure centre car park.
- Patients are responsible for following prescribed treatment plans to optimise recovery outcomes.

**Complaints Procedure**

- Patients wishing to raise concerns should submit their complaint in writing to [info@lotusphysiotherapy.co.uk](mailto:info@lotusphysiotherapy.co.uk). Alternatively complaints can be submitted by letter to Lotus Physiotherapy, Brewery Fields, Skilling Hill Road, Bridport, DT6 5LN.
- Complaints will be acknowledged within 3 working days and a formal response provided within 5 working days.
- If a resolution cannot be reached, patients may escalate their complaint to the relevant regulatory bodies for Physiotherapy, which is the HCPC.

**Service Modifications**

- The clinic reserves the right to make changes to services, policies, or pricing structures where necessary.
- Patients will be given reasonable notice of any significant modifications.
- Continued use of services following changes constitutes acceptance of the updated terms.

**Termination of Services**

- Either party may terminate services with reasonable notice.
- The clinic reserves the right to discontinue treatment if:
  - Patient behaviour is deemed inappropriate or abusive.
  - Payment obligations are not met.
  - Clinical requirements cannot be met safely or effectively.

**Governing Law**

- These terms are governed by the laws of England and Wales and are subject to the jurisdiction of the English courts.

**Last Updated:** March 2026

**Contact Information:** Lotus Physiotherapy, Bridport Leisure centre, Brewery Fields, Skilling Hill Road, Bridport, DT6 5LN. Tel: 01308 801 380, email: [info@lotusphysiotherapy.co.uk](mailto:info@lotusphysiotherapy.co.uk), HCPC registration number PH104562.