



Terms and Conditions for Home Physiotherapy Appointments

1. Appointment Scheduling

All home physiotherapy appointments must be scheduled in advance. Any changes or cancellations must be made at least 24 hours before the scheduled appointment time. Failure to provide sufficient notice for cancellations will result in a cancellation fee.

2. Payment and Fees

Payment is required ahead of the time of service unless prior arrangements have been made. We accept cash, credit, or bank transfer.

3. Preparation for the Appointment

Please ensure that there is a safe, clean, and adequate space available for the therapy session. The therapist will need sufficient room to conduct the assessment and treatment effectively. Please have any relevant medical documents or reports available for review if required.

4. Safety and Hygiene

For safety and hygiene reasons, our therapists will follow proper sanitation and safety protocols during each session. Clients are asked to provide a clean environment and notify us in advance of any health concerns that may affect the treatment (e.g., recent illness, allergies).

5. Client's Health and Medical Information

It is the client's responsibility to disclose any relevant medical history, health conditions, or ongoing treatments that could impact the therapy session. Failure to disclose important health information may result in a session being postponed or treatment being adjusted.

6. Limitations and Liability

While our therapists are trained to provide safe and effective treatment, home visits are subject to limitations based on the home environment. Wilson Therapy Group is not responsible for injuries or accidents that occur due to unsafe or unsuitable home environments during the session. It is the client's responsibility to ensure the space is free of hazards. Home physiotherapy sessions require active participation. Wilson Therapy Group is not responsible for any pain, discomfort, or injury that may occur during or after physiotherapy sessions, as these are common risks associated with physical rehabilitation.

and treatment. Our aim is to support and guide you in improving your condition at home, but ultimately, you are responsible for your own health and safety

7. Privacy and Confidentiality

Wilson Therapy Group respects your privacy. All information shared during the home visit, including medical history and treatment details, will be kept confidential and used only for therapeutic purposes. Our therapists will follow all relevant privacy regulations.

8. Emergency Situations

In the event of an emergency during a home visit, the therapist will take appropriate measures, which may include contacting emergency services. Clients are expected to provide relevant emergency contact information.

9. Children and Pets

If children or pets are present in the home during the appointment, we kindly request that they do not cause distractions and ensure that you and the therapist can focus on the treatment session.