

Terms & Conditions

Effective Date: 7th August 2025

1. Appointments & Bookings

All appointments must be booked in advance, either online at www.sportsrehab.uk, by phone, or in person at our clinic. Appointment times are subject to availability and confirmation. We reserve the right to refuse or cancel bookings at our discretion.

2. Cancellations & No-Shows

A minimum of 24 hours' notice is required for cancellations or rescheduling. Cancellations made less than 24 hours in advance may incur a cancellation fee of up to 100% of the session cost. Clients who fail to attend without notice ('no-shows') may be required to pre-pay for future appointments.

3. Payment Terms

Payment is due at the time of the appointment unless prior arrangements have been made. We accept major credit/debit cards, contactless payments, and bank transfers. If using health insurance or a third-party provider, please confirm coverage in advance. Clients are responsible for any fees not covered by their insurer.

4. Refunds

We do not offer refunds for completed services. Refunds for prepaid sessions or treatment packages will be considered on a case-by-case basis and may incur a £10 administration fee. Sessions in a package are non-transferable and must be used within the validity period specified at purchase. **All package sessions must be booked and used within an 8-week period from the date of the first appointment.**

5. Health & Safety

Clients must inform practitioners of any relevant medical conditions, injuries, medications, or allergies prior to treatment. We reserve the right to refuse or discontinue treatment if it is deemed unsafe or unsuitable. Clients with symptoms of contagious illness (e.g., cold, flu, COVID-19) must reschedule.

6. Conduct & Professionalism

All treatments are strictly professional and therapeutic in nature. Any inappropriate language, conduct, or requests will result in immediate termination of the session with no refund. We maintain a zero-tolerance policy toward any abusive or disrespectful behaviour toward our team.

7. Age Policy

Clients under the age of 18 must be accompanied by a parent or legal guardian and provide written consent for treatment. A parent/guardian may be required to remain present during treatment.

8. Liability

All treatments are delivered by qualified practitioners who follow industry best practices. Clients acknowledge that all physical therapies carry some risk and agree to follow any aftercare advice provided. We are not liable for any adverse effects caused by undeclared conditions or failure to follow guidance.

9. Privacy Policy

All client information is stored securely and managed in accordance with the UK GDPR and Data Protection Act 2018. We do not share personal information with third parties without consent, except where required by law. Full privacy policy available at: www.sportsrehab.uk/privacy-policy

10. Changes to These Terms

We may update these terms and conditions periodically. Any changes will be posted on our website. Clients are encouraged to review them regularly.

Contact Us

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