

The Botley Clinic – Terms of Treatment

At The Botley Clinic, we are committed to creating a safe, supportive, and professional environment where practitioners and clients work together toward improved health and wellbeing. This agreement outlines our shared responsibilities to ensure the best possible outcomes.

Our Commitment to You

At The Botley Clinic, we will:

- Provide a welcoming, respectful, and inclusive environment for all patients and clients
- Deliver care to the highest professional standards, guided by clinical expertise and ethical practice
- Take the time to listen to your concerns and tailor treatment plans to your individual needs
- Maintain your confidentiality and handle your personal information in line with data protection regulations
- Communicate clearly about your treatment, progress, and any recommended next steps
- Support you in your journey to improved health, wellbeing, and long-term maintenance
- Ensure our clinic spaces are clean, safe, and fit for purpose

Your Commitment as a Patient / Client

To help us support you effectively, you agree to:

- **Attend appointments on time**
- **Provide at least 24 hours' notice** if you need to cancel or reschedule
- **Pay for all services in full** in accordance with our payment terms
- **Follow agreed treatment plans and recommendations** to support your progress
- **Take an active role in your wellbeing**, recognising that results require commitment and consistency
- **Communicate openly and honestly** about your condition and any changes
- **Treat all practitioners and staff with respect and courtesy**

Appointments, Cancellations & Missed Appointments (DNA)

Appointment times are reserved exclusively for you. By booking an appointment with The Botley Clinic, you enter into an agreement to attend and pay for that time.

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- A minimum of **24 hours' notice** is required to cancel or rearrange an appointment
- **Cancellations made with less than 24 hours' notice will be charged at 100% of the appointment fee**
- **Missed appointments (Did Not Attend / DNA) will be charged in full**
- These fees are payable regardless of the reason for non-attendance, except in exceptional circumstances at the clinic's discretion

Payment Terms & Enforcement

- All fees, including cancellation and DNA charges, are **legally payable** under this agreement
- The Botley Clinic reserves the right to:
 - **Require payment in advance** for future appointments
 - **Decline or withhold further bookings** until any outstanding balance is settled
 - **Pursue recovery of unpaid fees**, including reasonable administrative or recovery costs where applicable

By booking and attending an appointment, you acknowledge and accept responsibility for these charges.

Working Together

Successful outcomes are built on a collaborative relationship. While our practitioners bring professional knowledge and skill, your engagement and commitment are essential to achieving lasting results.

We are here to guide, support, and empower you-but your health journey is a shared responsibility.

Agreement

By booking and/or attending appointments at The Botley Clinic, you confirm that you have read, understood, and agree to this Terms of Treatment, including all payment, cancellation, and DNA policies.