

## **Terms and Conditions**

1. A letter of instruction and access to relevant medical records are required prior to confirmation of an assessment date.
2. The claimant or their solicitor will be provided with an appointment letter ahead of the assessment.
3. We require a minimum of 24 hours notice of an assessment or meeting being cancelled. If provided with less than 24 hours notice, the cost of the assessment or meeting (and any travel costs already incurred) will be charged.
4. A report will be provided within four weeks of the date of the assessment. A statement will be provided within two weeks of the date of the meeting.
5. The invoice will be issued following delivery of the report and paid by the client or the clients' representative on receipt of the invoice.
6. Please make payment to CLNML LLP via BACS. Payment is requested within thirty days of the invoice date.
7. Where a deferred payment term has been agreed of more than six months, or payment has not been received within six months of the invoice date, a fee of 20% of the gross income will be added to the invoice.
8. Where a fixed fee is stipulated, if this is agreed, this will cover the cost of the assessment and report. Any additional work including report revisions, meetings with counsel or other experts will be charged at our normal hourly rate.
9. Charges will be reviewed on an annual basis.
10. We reserve the right to request that meetings be recorded to support accurate record keeping.

## **Costs**

<b>Description</b>	<b>Cost £</b>
Physiotherapy assessment	140.00 per hour
Physiotherapy assistant when required for assessment	75.00 per hour
Additional assessment time	140.00 per hour
Physiotherapy report writing, including production of photographs	140.00 per hour
Attendance at meetings	140.00 per hour
Attendance in court	850.00 per day

Cancellation of court attendance (less than two working days)	850.00
Cancellation of court attendance (more than two working days and less than ten)	450.00
Travel time	140.00 per hour
Mileage	0.75 per mile

*\*All costs are exclusive of VAT*

### **Who we are**

Neuro Medico Legal Physiotherapy & Hydrotherapy.

The registered address is Oak House, 2 Gatley Road, Cheadle, Stockport, SK8 1PY.

BACS payments are to be made to this account:  
CLNML LLP  
Santander Business Services  
Account Number 21460225  
Sort Code 09-01-29

### **How to contact us**

E: [info@neuromedicolegal.co.uk](mailto:info@neuromedicolegal.co.uk)

T: 0161 491 4151

### **General Data Protection Regulations**

Short Privacy Notice at Neuro Medico Legal Physiotherapy and Hydrotherapy (NML).

NML has a Privacy Policy that details what data we collect and how we use it and store it. We will only use this personal information in accordance with the current data protection law in the UK and this privacy policy.

NML is the data controller and we are responsible for this personal data.

Our full details are:



Full name of legal entity: CLNML LLP

Email address: [info@neuromedicolegal.co.uk](mailto:info@neuromedicolegal.co.uk)

Main Business and Postal address: Oak House, 2 Gatley Road, Cheadle, SK8 1PY

Telephone number: 0161 491 4151

The key points of the Privacy Policy are:

Data that we collect includes:

- Communications such as emails, texts, letters etc
- . Medical records and reports
- . Assessment records, including photographic and video evidence

Who we may share data with:

- Clinic software computer system such as the electronic diary and accounts
- Professional advisors such as accountants and lawyers
- Government bodies that require us to report activity such as HMRC

Data Security:

We have put in place security measures to prevent personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to our records only to those employees and partners who have a business need to know such data. They will only process this personal data on our instructions and they must keep it confidential. We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

Data Retention:

We will only retain this personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.