
Terms and Conditions of Treatment:

Full Range Physio Ltd

3 Taylor St, Brierfield, Lancashire, BB9 5RY

Company Number: 16932350

Last Updated: 18/01/2026

Welcome to Full Range Physio Ltd. These terms outline our commitment to you and the expectations for our professional relationship. By booking an appointment, you agree to the following terms.

1. Professional Standards & Clinical Care

Our team is dedicated to providing high-quality, evidence-based care.

- **Qualified Staff:** You will be assessed and treated by appropriately qualified professionals, including Physiotherapists, Occupational Therapists, Sports Therapists, or Rehabilitation Assistants, depending on your specific needs.
- **Regulation:** All our Physiotherapists are registered with the **Health and Care Professions Council (HCPC)** and the **Chartered Society of Physiotherapists (CSP)**. We operate strictly within the CSP Code of Professional Values and Behaviour.
- **Assessment:** Your clinician will provide a clear explanation of their findings and propose a treatment plan. We will discuss any potential risks involved, and you maintain the right to decline any treatment at any time.

2. Appointment Structure

We provide services at our clinics and via domiciliary (home) visits.

- **Late Arrivals:** If you arrive more than 15 minutes late, your therapist reserves the right to decide if treatment can safely and effectively proceed. The full session fee will still apply.

3. Self-Funding Fees & Charges

The following rates apply to self-paying clients. For Case Managers or Solicitors, a separate fee schedule is available upon request.

Service	Duration	Price	Best For...
Initial Consultation & Assessment	45 Mins	£55	New patients, new injuries, or a "reset" after 6 months.
Standard Treatment	30 Mins	£49	Targeted follow-up, specific injury rehab, or maintenance.
Extended / Complex Treatment	60 Mins	£79	Multiple injury sites, sports massage + rehab, or chronic pain.
Free 10-Minute Triage Call	10min	free	CONSULTATION

- **Travel Costs:** Home visits incur a travel fee of **£90** per hour and mileage at **£0.45 per mile**.
- **Administration:** Detailed reports, letters, or phone consultations exceeding 15 minutes are charged at the therapist's hourly rate. General administration is billed at **£30.00 per hour**.

4. Private Health Insurance

Full Range Physio Ltd is registered with major insurers.

- **Direct Billing:** We can often invoice insurers directly. However, the **ultimate responsibility for payment rests with the client**. If your insurer declines a claim or there is a policy excess/shortfall, you agree to settle the balance personally.
- **Provider Constraints:** Please be aware that some insurers (like BUPA/AXA) mandate shorter session times (e.g., 45 mins for Initial, 30 mins for follow-up). Please verify your specific coverage before starting treatment.

5. Cancellation & Attendance Policy

To ensure we can provide timely care to all patients, we require **24 hours' notice** for any cancellations or rescheduling.

- **Late Cancellations:** Failure to provide 24 hours' notice (for any reason) will result in a charge for the **full cost** of the scheduled appointment.
- **How to Cancel:** Please notify us via phone at **07741943973** or email at **info@frphysio.com**.
- **Insurance Note:** Most insurance companies do not cover cancellation fees; these must be paid out-of-pocket by the client.

6. Data Protection & Privacy (GDPR)

Your privacy is paramount.

- **Confidentiality:** All clinical records and personal data are stored securely and handled in accordance with GDPR and the Data Protection Act.
- **Information Sharing:** We will not share your data with third parties (such as GPs or Solicitors) without your explicit consent, except where required by law.

7. Consent and Conduct

- **Mutual Respect:** We maintain a zero-tolerance policy regarding aggressive or abusive behavior toward our staff.
 - **Right to Withdraw:** You may cease treatment at any time. Similarly, Full Range Physio Ltd reserves the right to terminate therapy if deemed clinically or professionally necessary.
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