



## **EJ Rehab Terms and Conditions of Booking**

## **1. Booking of appointments**

To schedule an appointment with us please contact and arrange either over the phone, email, in person or via our website.

## **2. Cancellation and Rescheduling of appointments**

In the event of needing to cancel or reschedule an appointment for any reason, please ensure this is done within 24 hours of your scheduled appointment to avoid cancellation fees of 100% of the sessions cost. If you have already prepaid for the session this will be deducted from your credit. However, if payment for the session is outstanding you will be sent a payment link which will need to be paid within 48 hours of it being sent.

### **3. Non-attendance of appointment**

Failure to attend the arranged appointment will be treated as a late cancellation and will be acted upon as outlined within the 'Cancellation and Rescheduling of appointments' section.

## 4. Payments

Payments can be made both in advance and on the day of the appointment. We accept both card and cash payments and are also able to facilitate payment links in exceptional circumstances.

#### 4a. Cash payments

Payments made in cash must be made with the correct amount as no change will be provided.

#### 4b. Card payments

Card payments can be made both contactless as well as chip and pin and run through the SumUp card reader system. Please visit <https://www.sumup.com/en-gb/general-privacy-policy/> to review how your data is processed and stored.

#### 4c. Bank transfers

Payments can be made via bank transfer which is the preferred method of payment. Please ensure that you click pay an individual rather than company as this is a personal business account. Bank details are as follows:

Account Name: Mr Jordan Scott

Sort code: 11-05-72 Account Number: 14753967

## 5. Refunds

All payments are final and no refunds will be offered in any circumstances. If you chose to commit to a bulk deal you are bound into the sessions and no refunds will be provided if you decide to cease sessions prior to your last session.



## **6. Bulk deal promotion**

A bulk deal consists of a package of five one hour or half hour sessions which provides you a saving in comparison to paying for your sessions individually. When entering into this package payments must be made in full on or before your first session. Bulk deals are subject to the no refunds policy along with all of our other services. As per the cancellation policy, cancellation within 24 hours of appointment or no show at appointment will result in one of your five sessions being forfeited.

## **7. Notifications**

Once your appointment is booked and confirmed you will receive an automatic email confirmation of your appointment details. Subsequent to this, 30 hours prior to your appointment our booking system will again send out an email providing the details of your appointment. We encourage you to set your own reminders for your appointments rather than relying on our reminder emails as cancellation or no show within 24 hours of your appointment will result in the cancellation fees detailed above. EJ Rehab and its employees do not accept any responsibility for reminding clients of appointments, it is the client's sole responsibility.

## **8. Zero Tolerance Policy**

We will not tolerate threatening, abusive, or violent behaviour towards staff or others whether verbal, physical, written or online. Staff have the right to refuse further treatment of clients who have been threatening, abusive or violent towards them or others. In line with section 5 of this document, no refunds will be issued to clients if they have been refused treatment due to threatening, abusive or violent behaviour.