***Terms and Conditions: Top To Toe Physiotherapy
Packages/Programs of treatment.***

 *Package Overview:*

*The treatment packages offered by Top To Toe Physiotherapy ("Provider") is designed to provide clients with a comprehensive treatment experience over a set number of
treatments/appointments.*

 *Appointment Booking:
Clients are responsible for booking their own appointments with the Client Care Team.

Appointments can be scheduled in advance, subject to availability.

The Provider will make every effort to accommodate client preferences for appointment dates and times.*

 *Appointment Attendance:
Clients are required to attend all scheduled appointments to make the most of the Package.

Late arrivals may result in a shortened session to ensure timely service for all clients.*

 *Cancellation Policy:
If a client needs to cancel an appointment, a minimum of 24 hours' notice is required.

Failure to provide at least 24 hours' notice for cancellation will result in the forfeit of the scheduled session.

The forfeited session will not be rescheduled or refunded.*

*The clients has a 2 week cool off period from taking up the package to cancel the subscription*

 *Rescheduling:
Clients are encouraged to reschedule appointments in cases of conflicts, well in advance.

Rescheduled appointments are subject to availability and must still fall within the expiry date.*

*No additional fees will be charged for rescheduling with sufficient notice.*

 *Package Duration:
The packages offer a 12month expiry beginning on the date of the first appointment and concludes 12 months thereafter.

Unused sessions at the end of the 12-month period will be considered forfeited and cannot be carried over or transferred.*

 *Payment and Refund Policy:
Payment for the Package must be made in full.*

 *Refunds will not be issued for unused sessions, early termination, or cancellations made within 24 hours of a scheduled session.*

*If a session cannot be rescheduled within the month when cancelled within sufficient time we will allow for one session to be rolled over to the following month.*

*We will allow clients to freeze their monthly subscription for a period of 2months, however 1 weeks notice must be given for this and the subscription will be restarted after the 2months to be continued until the end of the contract term.*

 *Modification of Terms:*

*The Provider reserves the right to modify these terms and conditions with prior notice to clients.*

 *Clients will be bound by the most recent version of the terms and conditions.

By booking and attending appointments within the 12-month period, clients acknowledge and agree to abide by these terms and conditions.*

 *For any questions or clarifications, please contact the T2TP Client Care Team*

**Package name/type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**