





## Cancellation Policy

We have a 24-hour cancellation policy to cover administration costs. The charge is £25.00. Illness or unforeseen circumstances will be accepted, but are at the discretion of Management.

## Consent for Treatment

I consent to receiving physiotherapy treatment which may include:

- Manual therapy
- Acupuncture
- Deep tissue massage
- Taping
- Electro therapy

As a patient I am aware that hands-on treatment can sometimes feel sore afterwards, but this effect is usually temporary. The Physiotherapist has discussed with me any side effects for any treatments.

## Exercises and Stretches

When you are given any exercises the Physio will ensure that you have performed the exercise correctly and will ask to recheck at your next visit. If you perform any exercise and it is uncomfortable and makes your pain worse, then **please stop** and tell your therapist at the next session.

## Complaints Procedure

If you have a complaint about the service you receive please feel free to discuss this with the Clinical Director, either by mail or email, or make an appointment so any issues can be discussed in person.  
[info@jyphysiotherapy.co.uk](mailto:info@jyphysiotherapy.co.uk)

## Chaperone

If you are under 16 years of age, it is recommended that a parent or guardian is present in the room with you.

## Credit Card Charges

Please note that most Credit Card transactions carry a surcharge, which varies on each card.