



AT 36 Procedure Reminders

- ❖ We will work with you to create a personal appointment calendar of your future appointments. Please give us at least 24 hours notice if you cannot attend. We are a busy centre and often have clients waiting for our services. Any appointment missed, without proper notification, will therefore be subject to a £10 fee. It is advised that your missed appointment be made up in 24 hours.
- ❖ Should you need to discontinue care, for any reason, any unused portion of payments made will be returned, prorated for services rendered. Any balance owing will be due immediately upon termination of your care.
- ❖ Our chiropractic services operate an open door adjusting environment, a private room can be booked if required.
- ❖ We may occasionally send you newsletters to inform you of any news or upcoming events. Please inform front desk if you would like to opt out of receiving these.
- ❖ Ensure you sign in and check out before and after each appointment. This is necessary as part of our Health and Safety Policy.
- ❖ Please keep hold of your appointment card to list your appointments. Regular reviews are necessary to assess your progress and obtain feedback from you.
- ❖ Be aware that our financial plans are not directly linked to your schedule of care booked.
- ❖ The clinic also functions as an educational/research facility for other professionals to observe our procedures and protocols. If you do not wish to be observed, please inform the front desk team.
- ❖ Please be aware if your primary provider is absent then we will endeavour to have your care covered by one of our recommended providers. Please ask if you require more information.
- ❖ Please request at the front desk if you require a chaperone for any of your appointments.
- ❖ It should be noted that we have a Data Protection Policy, Privacy Policy, Complaints Policy and Health and Safety Policy available behind front desk if you require.
- ❖ Please inform us if you are seeing any other healthcare provider during your time with us.
WORKING TOGETHER IS IMPORTANT.

Keep a positive attitude. Anything worth doing takes time!

