

## Terms & Conditions

### Your Appointments

Your Chiropractic care is priority to us. We strive to keep you on your recommended care plan to ensure you get the best results. We kindly ask that you honour your scheduled appointment time to enable you to get the best outcome from your care. Please note that appointment space is limited daily and missed appointments take away from other clients who would like to book in.

We understand that unanticipated events occasionally do happen in everyone's life. In our desire to be fair to all of our clients' time, we kindly request for over 24 hours' notice when rescheduling an appointment. You can contact the clinic by phoning 01298 942 000 between the hours of 8am and 6pm Monday to Friday and 9am until 1pm on Saturdays (excluding Bank Holidays). Alternatively, you can email [hello@buxtonchiropractic.co.uk](mailto:hello@buxtonchiropractic.co.uk)

The more notice you give the clinic the greater the opportunity there is to reschedule your appointment to help you achieve your health goals.

### Payments and Refund Policy

Payment is requested at the time of booking to secure your appointment. We will keep a record of your card on our secure system for future payments. We use an online payment processing system called Stripe which allows safe and efficient processing of funds via credit card or bank. Stripe is secure, trustworthy, reliable, and used across the world offering the most stringent level of certification available in the payments industry. Fees can be paid on a pay as you go basis. We accept cash and all major credit cards, except American Express. We are fully GDPR compliant and will never misuse your data.

### Missed Appointment / 24 Hour Notice

Missing appointments will result in less than optimal results in your care. Missed appointment without notice will be charged in full and any payments in advance will not be refunded. We kindly request over 24 hours' notice when rescheduling an appointment. To reschedule you can contact the clinic by phoning 01298 942 000 between the hours of 8am and 6pm Monday to Friday and 9am until 1pm on Saturdays (excluding Bank Holidays). Alternatively, you can email [hello@buxtonchiropractic.co.uk](mailto:hello@buxtonchiropractic.co.uk)

This is for the benefit of the clinic and all of our clients, since we often cannot fill missed time slots with short notice. Our Missed Appointments Policy is for us to have the opportunity to treat another patient during your originally scheduled time. We have people calling to be seen and will gladly take your spot if you are unable to make it in. Unfortunately, this policy is necessary to ensure that people do not "no-call/no-show."

### Pre-Payment Plans

Pre-payment plans are available. A pre-payment plan is designed to offer you a benefit by providing a discount over our pay as you go option but the choice of how to pay is entirely yours.

Should you need or choose to discontinue care for any reason, any unused portion of payments made will be refunded pro-rata at our pay as you go price.

### **Safety of Client and Community**

In this ever-changing world safety within the clinic is paramount and it's impact within the community. Within the clinic we adhere to government guidelines surrounding Covid-19 and its variants. We ask you to please help us by following the information we are being given by the government and its updates.

### **Stay Connected**

We will occasionally send updates via email. You are able to opt out of these at any time.

For regular health information and clinic updates 'LIKE' our Facebook page at:  
[www.facebook.com/buxtonchiropractic](http://www.facebook.com/buxtonchiropractic)