

Terms and Conditions

About Us

ALP Paediatric Physiotherapy Limited (Company No. 14662529) is registered in England and Wales. Our registered office is at 11 Swan Street, Alcester, B49 5DP.

Initial Assessment

Your first appointment includes an assessment, management discussion, and a treatment plan. Treatment may occur during this session unless the condition is complex or multiple issues are addressed, which will be agreed upon beforehand. If treatment is deemed unsuitable, services will not be provided.

Consent to Treatment

We will only proceed with your verbal or written consent (parental or child, if Gillick competent). Therapists will explain diagnoses and treatment thoroughly. Please inform us of any factors that may affect treatment. We may communicate with your GP as needed.

What to Expect

During your consultation, the therapist will assess your child and discuss their findings. Please bring appropriate clothing (e.g., shorts or vest tops) for the assessment. Treatment plans will be tailored to your child's needs and goals.

Appointments

Future appointments will be scheduled via phone, email, or in person.

Exercise Plan

We may provide an exercise program for progress between sessions. Participation is optional but recommended for optimal results.

Fees and Payment

Session fees are listed on our website and are payable in advance, on the day, or via invoice within 24 hours. We accept debit/credit cards, cash, or bank transfers.

Late Payments

Invoices must be settled immediately. Late payments may incur administrative fees and could be referred to a debt recovery service, for which you will bear all additional costs.

Cancellation Policy

- **48–24 hours' notice:** £30 cancellation fee.
- **Less than 24 hours' notice or no-show:** Full session fee applies.
- Weekend cancellations will be processed at 9 a.m. Monday.
If we cancel a session (e.g., staff illness), no charge will apply, and we will reschedule promptly.

Referrals

If further treatment or imaging is needed, we may refer you to a third party. Once under their care, their terms and conditions apply.

Privacy and Data Protection

Your personal and medical information is confidential and handled per GDPR. We retain records for eight years after the last treatment or until age 21 for minors. For full details, see our Privacy Policy.

Liability

We are not liable for indirect losses or damages. Our liability is limited to the total fees paid for our services unless caused by negligence or fraud.

Termination of Services

We may terminate services due to illness, inappropriate behavior, conflicts of interest, or other circumstances, providing reasonable notice where possible. Unused prepaid fees will be refunded.

Complaints

For concerns, please first speak with your therapist. If unresolved, escalate to the Practice Director per our Complaints Policy.

Marketing and Data Use

We may use your information for communications or offers unless you opt out by emailing us at alpphysiotherapy@gmail.com.