

Ruth May Pilates & Physiotherapy

Terms, Conditions and Privacy (GDPR) Policy

Cancellation Charges

When an appointment is scheduled, this allotted period of time is held exclusively for that client. I therefore require at least 2 days notice to reschedule or cancel the appointment to avoid incurring any cancellation fees. You can contact me via phone, text or email.

Cancellation on the day of an appointment will be charged at full price assessment.

Cancellation within 24 hours of an appointment will be charged at 50% of the full price. There will be no charge if more than 24 hours' notice is given.

If you do need to cancel an appointment due to feeling unwell, then the cancellation fees do not apply.

Therapist Cancellation

In exceptional circumstances, Ruth May may have to cancel your appointment due to illness or other unexpected absence. In such circumstances, I shall give you as much notice as practicable and offer an alternative appointment at the earliest opportunity.

Termination of Therapy

Ruth May reserves the right to terminate therapy at any time. The client is free to withdraw from assessment or treatment at any time. The client is not obliged to provide a reason for withdrawal, and this will not affect your rights.

Confidentiality

Your physiotherapist is registered with the Information Commissioner's Office (ICO) for the purpose of data protection and therefore all records kept will adhere to the conditions of such registration. As required by law the physiotherapist will not disclose to any person any information as to the dealings or affairs of the client. From time to time, it may be necessary for the physiotherapist to approach or liaise with the client's GP/consultant or other agencies as part of the treatment. Any such approach or liaison will only be done with the prior consent of the client.

GDPR and Privacy Policy

Ruth May privacy policy details how your physiotherapist is required to hold and use your personal information in order for you to use Ruth May services. I am required by my professional regulators Chartered Society of Physiotherapy (CSP) and Health and Care Professions Council (HCPC) to keep clinical records of your physiotherapy and Pilates consultations, which includes personal identifiable data for 7 years.