

# Terms and Conditions

Terms and Conditions for services provided by Move with Ease.

## Health Screening

Prior to your appointment you will be emailed a consultation / screening / informed consent form. This information assists me planning and applying suitable treatments to best manage your presenting issues. It is your responsibility to inform me of changes to your health status as they occur, this includes physical and mental health conditions, injuries, allergies, and medications being taken. If you are unsure or have any concerns regarding your health status, please seek advice from your GP or consultant.

## Cancellations & Missed Appointments

If you need to cancel or rearrange your appointment, then please give at least 24 hours' notice. If less than 24 hours is given, then the full fee is payable. Please arrive on time for your appointment, if you arrive late then unfortunately, we will have less time to work together but the full fee will still be payable.

If you are running late for your appointment, please contact me ASAP by Texting or calling on 07596 107341. If you need to reschedule then email me at [info@movewithease.org.uk](mailto:info@movewithease.org.uk)

And in the instance that I need to cancel your appointment, a new appointment will be made at a mutually agreed time. If I run late in starting your appointment and am unable to offer you your 60 or 90-minute allotted time, then, if possible, your session will be extended or more time will be offered at a future appointment.

Move with Ease has a no refund policy.

## Inappropriate Behaviour

Your appointment will be terminated, and no payment will be refunded if you demonstrate inappropriate behaviour.