



Patient Terms and Conditions

Self-pay appointments, home visits, clinic and virtual care

VERSION	1.0 Effective 11 August 2026
APPLIES TO	Patients, people arranging or paying for care, six-session packages and two-clinician appointments
PROVIDER	Estuary Physio Ltd, company number 12454547

Please read these terms before confirming a booking. The price, any travel or other unavoidable charges, and the appointment arrangements will be stated before you book. Clinical consent remains separate and ongoing.

CANCELLATION	Give at least 24 hours' notice. A later cancellation or non-attendance may be charged only up to Estuary Physio's net loss after reasonable efforts to refill the appointment.
SELF-PAY	Payment is normally due at least 48 hours before the appointment. A booking made within 48 hours is payable when confirmed.
SIX SESSIONS	Paid in advance at £10 below the standard price for each session; normally valid for 12 months; no automatic renewal.
TWO CLINICIANS	The combined price and roles are confirmed before booking. If one clinician becomes unavailable, you may choose a safe single-clinician session at the revised price, a rearrangement, or a refund.
PRIVACY	You acknowledge access to the Privacy Notice; you are not asked to consent to the notice itself.

1. About these terms

1.1 Contracting provider. These terms are between Estuary Physio Ltd (trading as Estuary Physio) and the person identified in the booking confirmation as the patient, customer or payer. Estuary Physio Ltd is registered in England and Wales under company number 12454547. Its registered office is 232 Benfleet Road, Benfleet, Essex, SS7 1QQ.

1.2 How the contract is formed. We will give you these terms, or a clear link to them, and the important booking information before the booking is confirmed. A contract is formed when we accept the booking. The booking confirmation, any written quotation and these terms together form the contract. If they conflict, a specifically agreed term in the booking confirmation or quotation takes priority.

1.3 Who may arrange care. A relative, carer, case manager or other representative may arrange an appointment. They must be authorised to give us the information used for the booking. Arranging or paying for care does not by itself give that person authority to consent to treatment or receive confidential clinical information.

1.4 Accessibility. Please tell us if you need these terms or any communication in large print, a different format, or with another reasonable adjustment. We will take reasonable steps to meet communication and access needs.

2. Our service and clinicians

2.1 Service delivery. Estuary Physio provides physiotherapy and related rehabilitation services in homes, care settings, clinics and, where appropriate, remotely. We may use employed or self-employed clinicians engaged by Estuary Physio. Estuary Physio remains responsible for the contractual service it has agreed to provide.

2.2 Professional standards. Treating professionals will be appropriately qualified and, where their profession is statutorily regulated, registered with the relevant regulator. They will work within their competence and scope of practice and will be covered by appropriate professional indemnity arrangements.

2.3 Clinical suitability. We may request referral information, medical history or confirmation from another professional before starting or continuing care. We may decline or pause a service where it is outside our scope, cannot be provided safely, or another service is more appropriate. We will explain this and, where reasonably possible, signpost or support an appropriate handover.

2.4 No emergency service. Estuary Physio does not provide emergency, urgent-response or continuous monitoring services. For a medical emergency call 999. For urgent medical advice use NHS 111 or an appropriate local service.

3. Information, consent and capacity

3.1 Accurate information. You must give us information that is accurate and reasonably complete, including relevant diagnoses, medication, allergies, recent changes, professional advice, infection risks, moving-and-handling needs and any reason treatment may be unsafe. Please update us promptly when information changes.

3.2 Ongoing clinical consent. Acceptance of these terms is not clinical consent. Before and during care, the clinician will explain relevant options, expected benefits, material risks and reasonable alternatives, answer questions, and seek voluntary consent. The patient may decline or withdraw consent at any time. Withdrawal does not affect fees already properly incurred.

3.3 Decision-making capacity. Capacity is considered for the particular decision at the time it is needed. We will support the patient to understand and communicate their decision. If an adult lacks capacity, we will check for any valid and applicable advance decision, health-and-welfare lasting power of attorney or court-appointed deputy, and otherwise document a lawful best-interests decision where appropriate. A next of kin or relative does not automatically have authority to consent.

3.4 Children and young people. Consent will be obtained from a young person who has legal capacity to give it, or otherwise from a person with parental responsibility, in accordance with applicable law and professional standards. The young person will be involved in decisions as far as appropriate.

3.5 Support and chaperones. A patient may ask for a relative, advocate, interpreter or chaperone to be present, subject to privacy, safety and practical arrangements. We may also recommend or require appropriate assistance where this is needed for safe care.

4. Booking information and prices

4.1 Information before booking. Before confirmation, we will state the appointment type, expected duration, total price and any unavoidable home-visit, travel-time, mileage, parking, equipment or other charge. Where an exact variable charge cannot reasonably be calculated in advance, we will explain how it is calculated and provide an estimate where possible. We will not add a mandatory charge later unless it was disclosed or you agree to a genuine change in scope.

4.2 Price changes. A change to our general prices does not alter the price of an appointment already confirmed or a package already paid for. A revised price applies only to future bookings or an agreed change in scope.

4.3 Appointment time. Please be ready at the agreed start time and ensure the clinician can gain access. If the patient is late or access is delayed, the appointment may still need to end at the scheduled time. The charge will reflect the time and resources reserved and any loss reasonably incurred.

5. Self-pay payment

5.1 When payment is due. Unless the booking confirmation says otherwise, payment is due at least 48 hours before the appointment. If a booking is accepted within 48 hours, payment is due when the booking is confirmed. We may release an unpaid appointment after a reasonable reminder. Payment may be made using the methods stated on the invoice or payment request.

5.2 Who is responsible. The person identified as the payer in the booking confirmation is responsible for the charges. We will not transfer a third party's unpaid liability to the patient or another person unless that person agreed before booking to be responsible.

5.3 Overdue consumer balances. We may pause further non-urgent bookings while a properly due consumer balance remains unpaid, after giving reasonable notice. We will not apply statutory commercial-debt interest or commercial recovery compensation to a consumer patient.

5.4 Refunds. Where a refund is due, we will normally return it to the original payment method within 14 days after the refund entitlement is confirmed, subject to payment-provider processing times.

6. Cancellation, non-attendance and changes

6.1 Notice. Please give at least 24 hours' notice if you need to cancel or rearrange. Notice is received when you email admin@estuaryphysio.com or telephone 020 3773 5799. If our office is closed, an email or voicemail records when notice was given.

6.2 Late cancellation or non-attendance. If less than 24 hours' notice is given, the patient does not attend, or the clinician cannot gain access at the agreed time, we may charge up to the full appointment price. Any charge will be limited to the net loss we reasonably incur after taking reasonable steps to offer the appointment to someone else. If we refill the appointment without loss, no cancellation charge will be made. We will consider serious illness, emergency, bereavement and other exceptional circumstances fairly.

6.3 Lateness. If a late start leaves enough time to provide a safe and useful appointment, we may proceed for the remaining time. If not, it may be treated as a late cancellation, subject to clause 6.2.

6.4 Our cancellation. If Estuary Physio or the clinician must cancel, we will offer a suitably qualified alternative clinician where appropriate, rearrange the appointment, or refund the affected fee. You may decline a substitute clinician without a cancellation charge. We are not responsible for losses that were not reasonably foreseeable, but this does not limit any right that cannot lawfully be excluded.

7. Six-session packages

7.1 Package price. A six-session package is paid in full in advance. Each included session is priced at £10 below the standard single-session price stated in the booking confirmation. Any travel or other unavoidable charge will be included in, or clearly stated alongside, the total package price before purchase. Packages do not renew automatically.

7.2 Use and validity. Unless the booking confirmation gives a longer period, all six sessions must be used within 12 months of purchase. The package is personal to the named patient and cannot be transferred without our written agreement. We will consider a reasonable extension where illness, hospital admission, bereavement or another exceptional circumstance prevents timely use.

7.3 Rearranging package sessions. The 24-hour cancellation rule applies to each booked package session. A session will be treated as used only to the extent that a cancellation charge is properly due under clause 6.2. If the appointment is refilled without loss, the session remains available.

7.4 Patient ends the package. A patient may end a package at any time. We will recalculate completed sessions, and any session for which a charge is properly due under clause 7.3, at the standard single-session price that applied when the package was purchased and refund the remaining balance. We will not charge more than the amount paid, except for a separate properly due charge already agreed. This recalculation does not apply where clause 7.5 applies.

7.5 Estuary ends or advises stopping. If we cannot complete the package, or the treating clinician advises that further sessions are no longer clinically appropriate, we will refund unused sessions pro rata at the discounted package rate. The patient keeps the discount on completed sessions. We may instead agree a clinically suitable alternative clinician or service with the patient.

8. Two-clinician appointments

8.1 What will be confirmed. Where two clinicians are booked for the same appointment, the booking confirmation will state the reason, each clinician's role, the appointment duration and the combined price, including any discounted rate for the second clinician.

8.2 One clinician becomes unavailable. We will tell you as soon as reasonably possible and offer the following options where clinically safe: proceed with one clinician at the revised single-clinician price; rearrange the two-clinician appointment; accept a suitably qualified replacement; or cancel and receive a refund or credit for the affected appointment. If two clinicians are required for safety, the appointment will not proceed with one clinician.

8.3 Late cancellation. Any late-cancellation charge will reflect the combined appointment arrangements and each clinician's net loss, applying clause 6.2. We will not charge for clinician availability that we successfully reallocate.

9. Home and community visits

9.1 Safe environment. The person responsible for the premises must, so far as reasonably practicable, provide safe access, adequate lighting and space, secure pets, avoid smoking during the visit, and disclose known hazards, infection risks or behaviour that could place the patient or clinician at risk.

9.2 Equipment and assistance. Equipment used for treatment must be suitable, maintained and available as agreed. Please ensure any essential carer, family member or support worker is present where this has been identified as necessary. A clinician will not carry out a transfer, exercise or intervention that cannot be performed safely with the people and equipment available.

9.3 Stopping an unsafe visit. A clinician may pause, adapt or end a visit if there is a material safety, safeguarding, infection-control or dignity concern. Fees will reflect the work performed and any loss reasonably incurred, taking account of whether the concern was disclosed and could have been avoided. Urgent safeguarding or emergency action may be taken where required.

10. Virtual appointments

10.1 Suitability. Remote care will be used only where the clinician considers it clinically appropriate. The patient must give their current location and an emergency contact where requested, use a reasonably private setting, and follow safety instructions.

10.2 Technology failure. If our technology failure prevents a meaningful appointment, we will rearrange or refund the affected fee. If a patient-side failure occurs, the clinician will make reasonable attempts to reconnect or use an agreed alternative. Any charge will reflect the professional time provided and the loss reasonably incurred, applying the same fair principles as clause 6.2.

11. Treatment, outcomes and records

11.1 Reasonable care and skill. We will provide the service with reasonable care and skill. Rehabilitation outcomes depend on many factors and cannot be guaranteed. Clinical plans may change in response to assessment, progress, preference, risk or new information.

11.2 Exercise and self-management. The clinician will explain how to use any exercise, advice or equipment provided. Stop and seek appropriate advice if symptoms change unexpectedly or an activity appears unsafe. Do not share a personalised programme with another person as if it were advice for them.

11.3 Clinical records. We will make and retain appropriate records of assessment, consent, treatment, communication and decisions in accordance with professional, legal and insurance requirements.

12. Confidentiality and privacy

12.1 Privacy Notice. We use personal and health information to arrange and provide care, keep records, administer payment and meet legal and professional duties. A patient or representative should be given access to the current Privacy Notice. Acknowledging access is not consent to the notice, and we do not rely on consent for every use of information.

12.2 Read the notice. [Estuary Physio Privacy Notice](#) explains the categories of information, lawful bases, sharing, retention, security and individual rights.

12.3 Sharing relevant information. We may share information where reasonably necessary for direct care, safeguarding, emergencies, legal obligations, regulation, payment administration or legal claims. We will respect confidentiality, share only what is reasonably necessary and discuss significant care-related disclosures where practicable. Separate optional consent will be obtained for marketing, testimonials or publication of identifiable photographs or video.

13. Complaints and concerns

13.1 Tell us promptly. Please send a complaint to admin@estuaryphysio.com or write to the registered office. Complaints about a clinician engaged by Estuary Physio should still be made to Estuary Physio so that the service can be investigated and coordinated.

13.2 Our response. We aim to acknowledge a complaint within three working days and provide a written outcome within 20 working days. If the matter is complex or more time is needed, we will explain why, identify the person responsible for the response and give a revised timescale. We will be open, respectful and will not disadvantage a patient for raising a concern.

13.3 Review and external routes. If you remain dissatisfied, you may ask a director who was not responsible for the original response to review the matter where practicable. We will identify any relevant external route in our final response. The HCPC considers concerns about the fitness to practise of registered professionals but does not normally resolve ordinary service or fee disputes.

14. Responsibility and legal rights

14.1 Statutory rights. Nothing in these terms excludes or restricts the patient's rights under the Consumer Rights Act 2015 or any other right that cannot lawfully be excluded.

14.2 Liability that is not excluded. We do not exclude or limit liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that the law does not allow us to exclude.

14.3 Foreseeable loss. Subject to clause 14.2, each party is responsible for loss that is a reasonably foreseeable result of its breach. We are not responsible for loss caused by material information being withheld or instructions being disregarded, except to the extent that our own breach or negligence contributed to the loss.

15. Other legal terms

15.1 Changes to these terms. We may update these terms for future bookings to reflect legal, regulatory or operational changes. The version supplied before a booking continues to apply to that booking and any package already paid for, unless a change is required by law or is agreed with you.

15.2 If part is unenforceable. If a court finds part of these terms unlawful or unenforceable, the remaining terms continue to apply.

15.3 Delay in enforcement. A delay in enforcing a right does not waive that right.

15.4 Governing law. These terms are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, without affecting any mandatory consumer right to bring proceedings elsewhere.

16. Contact details

CONTACT admin@estuaryphysio.com 020 3773 5799	REGISTERED OFFICE 232 Benfleet Road, Benfleet, Essex, SS7 1QQ
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