

**Podiatry4U Limited**  
The Foot Clinic  
1 Boughton Green Road  
Kingsthorpe  
Northampton  
NN2 7SW  
01604 791 220

## **Podiatry Services**

### **Standard Terms and Conditions**

Appointments for treatment at the clinic may be made by phone at the number above, Late arrival for an appointment may mean you cannot be seen but will be charged. Home visit appointments are available, again please phone for an appointment.

#### **Payment information**

Unless previously agreed otherwise, payment in full must be made prior to or at the time of treatment. Payment may be made by cheque, cash or by card. Invoices can be issued in advance of treatment if a request is made at the time of booking the appointment and at least two full working days in advance of the appointment. A receipt for payment will be provided if requested.

#### **Late payments policy**

Where an invoice is issued and payment is delayed beyond seven days from the invoice date an additional charge of: £15 for appointments in our clinics and £20 for home visit appointments will be due.

#### **Refund and cancellation policy**

Cancellation – For ordinary appointments two clear full working days notice is required for cancellation of appointments. For long sessions such as nail surgery appointments then three clear full working days notice will be required. Missed sessions without at least one clear full working days notice will be fully chargeable as if attended. Appointments cancelled within two (or in the case of extended appointment three) clear full working days in advance may be charged at 50% or more at the discretion of the clinic. Refunds of deposits are only provided if the reason for the cancellation is deemed sufficient by the clinician.

#### **Using a Private Medical Insurance Policy**

If you are planning to use private medical insurance (PMI), please contact your insurer as soon as possible and before your appointment to ensure you meet the terms of your policy. You will need to make the claim direct to your PMI provider, the Foot Clinic will provide an invoice for the treatment to assist in this claim. Payment direct to the Foot Clinic will need to be made at the time of the appointment or before and a reclaim made by the patient.

## Unpaid debts

It is the policy of the Foot Clinic to pursue all outstanding debts through the small claims court. Interest will be charged on such debts. Administration charges also apply.

## Nail Reconstruction Procedures

Terms and Conditions Nail reconstruction is a gel based treatment applied to the nail and nail bed. Trauma and pressure to the gel nail may cause it to dislodge. Open toed shoes must be worn for the day of the procedure and the treated nail must be kept dry and free of trauma for a minimum of 24 hours. Nail reconstruction has anti-fungal properties and can aid healing and nail regrowth. The foot clinic does not undertake such treatment solely for cosmetic purposes. Occasionally the gel nail will not bind properly and may need to be reapplied. The foot clinic will undertake to repeat the treatment should it consider that this is appropriate. A further charge may be necessary in certain circumstances subject to the discretion of the clinician.

**We have a policy of No Tolerance regarding verbal or any other form of aggressive or intimidating behaviour. If this is perceived by the staff , the telephone conversation or treatment will be terminated.**