**Terms and Conditions**

Please find our fees and terms and conditions for clients September 2025- August 2026.

**Chartered Physiotherapist**

Longsands Rehabilitation is led by Chartered Physiotherapist Jacqueline Claydon and high quality Physiotherapy Service is provided by Jacqueline as well as a trusted network of Chartered Physiotherapists.

**Regions Covered**

Longsands Rehabilitation is based in Tynemouth, North Tyneside. Home visit Physiotherapy is routinely provided in North Tyneside. It may be possible to deliver the Services in Newcastle, Morpeth, South Tyneside, Sunderland, Gateshead and Northumberland Service upon request.

**Place of Rehabilitation and Exercise Classes**

Physiotherapy will normally be carried out at the client’s home. Group exercise and Tai Chi for Health classes take place at local community venues, such as church halls. Rehabilitation may also be carried out at other relevant settings such as the workplace or leisure venue/gym. This will be dependent on the client’s needs and goals.

**Hours of Work**

Longsands Rehabilitation offers home visits on a part time basis, generally on a Monday, Tuesday, and Friday, however these days can be variable according to exercise classes, regular contracts and other commitments. Messages/emails can be left during business hours and we will aim to respond within 48 hours. Longsands Rehabilitation does not offer an emergency medical or first aid service. If you think you need urgent medical attention, please contact NHS 111 or the Emergency services. Longsands Rehabilitation will give the client 2 weeks’ notice of expected annual leave.

**Home Visit Fees**

|  |  |
| --- | --- |
| **Area A** | **Area B** |
| North Tyneside | Blyth |
| Cramlington | Gateshead |
| Newcastle:  Forest Hall, Heaton, Jesmond | Newcastle: Gosforth, Kenton |
| North Shields | Ponteland |
| Tynemouth | South Shields |
| Wallsend |  |
| Whitley Bay |  |

Physiotherapy Assessment £68 Area A £98 Area B

Physiotherapy Follow up £55 Area A £80 Area B

* *For areas beyond Area B (e.g. Durham, Sunderland, Corbridge, Hexham) fees will be charged at Area A plus 50% appointment fee per hour travel time plus 45p/mile from NE30 and tyne tunnel fees– quote can be provided upon request*

Reports/clinic letters £70 per hour

*Fees will be reviewed September 2026*

**Payment Methods**

Invoices will be issued on the day of the appointment. Payment is accepted by Cash, Card Payment, or Bacs payment. Invoices are to be paid immediately.

**Cancellation Charges**

When an appointment is scheduled, this allotted period of time is held exclusively for that client. We therefore require at least 2 days’ notice to reschedule or cancel appointments to avoid incurring any cancellation fees.

Cancellation on the day of an appointment will be charged at full price i.e £68 for a Physiotherapy Assessment in Area A.

Cancellation within 24 hours of an appointment will be charged at 50%.

There will be no charge if more than 48 hours’ notice is given.

If you are not at home for the pre-arranged visit time and have not informed the clinician of a change to the appointment, then the full cost of the appointment will be invoiced.

**Therapist cancellation**

In exceptional circumstances, Longsands Rehabilitation may have to cancel your appointment due to illness or other unexpected absence. In such circumstances, we shall give you as much notice as practicable. We will do our utmost to offer an alternative appointment at the earliest opportunity. You may be offered an appointment with an alternative Chartered Physiotherapist depending upon availability. If we are not able to provide an alternative appointment that is convenient for you, we will refund to you any advance payment made for sessions not yet provided.

**Termination of therapy**

Longsands Rehabilitation reserves the right to terminate therapy at any time. The client may also withdraw from assessment or treatment at any time. The client is not obliged to provide a reason for withdrawal.

**Confidentiality**

The Physiotherapists are registered with the Information Commissioner’s Office (ICO) for data protection and therefore all records kept will adhere to the conditions of such registration. As required by law the Physiotherapists 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.

**Privacy Policy**

Our privacy policy details how we are required to hold and use your personal information in order for you to use our services. A copy of our privacy policy is available to read on our website or we can send you a copy via email if required. Please do not hesitate to contact us if you require any further information.

Signed: Please sign below to confirm that you agree with our Terms and Conditions.

Client: ………………………………………………..……………………….. Date:…………………………………

Therapist: …………………………………………………………………….. Date:…………………………………