



T&Cs & Policies: Inlet Physio

COMMITMENT AND SERVICE

April 2023



T&Cs & Policies of Inlet Physio Pty Ltd

Our Commitment

At Inlet Physio our commitment to you extends beyond excellent clinical care and customer service. We ensure our clients receive respectful care and are not discriminated against on the basis of age, gender, ethnicity, beliefs, sexual preference or health status. You have the right to see the physiotherapist of your choice, obtain a second opinion and refuse a treatment. We will respect your personal information and keep it safe (for details, please see our Privacy Policy).

Your Commitment

In order to achieve treatment results, we require an equal commitment from you. All of our professional recommendations are based on the information provided by you, an objective and expert physiotherapy examination and the specific goals determined by you and your physiotherapist. We are confident that if you follow our recommendations, and any further opinions subsequent to reviews that may occur periodically throughout the term of your treatment, then we can help you to achieve outstanding results. Please take the time to read all of our Terms and Conditions.

Late, Cancellation & No-shows Policy

In consideration for our practitioners and other clients, it is expected that if you are unable to attend or need to change your booked appointment, you provide us with as much notice as possible, so we can offer your appointment to those on our waiting list. You can call us, even after hours and leave a message, or email our team (hello@inletphysio.com.au) to let us know.

Cancellations within 24 hours or clients who fail to attend their scheduled appointment may incur a fee up to the full billable amount of the booked service, subject to the discretion of management. If you arrive late to an appointment, but within your appointed time slot, you may receive a shorter consultation in an effort to not inconvenience other clients waiting. You will still be charged the consultation fee in full. You will be unable to use any private health insurance or Medicare rebates for this fee.

From time to time, we may be unable to provide an appointment that was previously scheduled due to unforeseen circumstances. In this instance, we will contact you as soon as possible and do our best to reschedule your appointment.



Accounts & Billing

Please refer to our most recent schedule of fees for an outline of the services offered and their prices. Prices are in Australian Dollars (AUD) unless otherwise specified in writing.

All accounts must be settled at the time of service and within seven (7) days of cancelled or missed appointments and is the responsibility of the person who the appointment was booked (the client) or their carer (in children under 18 years of age). We accept card payments or electric fund transfer and offer electronic health rebates (HICAPS) for your convenience. In an event of electronic failure, full payment is required on the day of consultation. Payment of accounts can be done via the telephone, in person at the practice or in the case of mobile services the location from which you received the service or by electronic transfer. Health Insurance rebates (electronic or otherwise) can only be claimed after the service has been received. In the instance of purchasing treatment packages, rebates will only be available once the treatment service has been completed.

An administration fee will apply for every occasion the account is not settled on the day. If payment is not received within seven (7) days of the scheduled appointment a letter will be emailed and posted, requesting imminent payment. At twenty-eight (28) days the debt will then be forwarded onto a creditor or collection agency. Any additional fees and charges for this service are to be incurred by the client.

A deposit is required for clients and will be secured at time of booking. If the appointment is cancelled with more than 24 hours notice, the deposit will be either credited for use on your next service or be refunded minus a small administration fee.

There is no refund available on the purchase of any personal or healthcare items if you change your mind. If the item has a major problem, we can either refund or exchange the item for you. If the problem is not major, we will repair it for you within a reasonable timeframe. Please keep your proof of purchase.

Right to Refuse Service

We reserve the right to refuse service to any individual who is disruptive, rude, or threatening the safety of our patients and staff.



TENS Device Hire

The individual hiring a TENS unit is responsible for its return following the agreed upon time of hire, in the same working condition it was provided. Following the agreed hire period a reminder call and/or message and/or email is supplied, and the return of the device is required within seven (7) days. Additional hire time might be negotiated and agreed on in writing. This may result in an additional fee for hire and administration, payable at the time of agreement. Failure to return the hired device in good working condition will be subject to a fee equivalent to the sum of replacing or repairing the unit and is payable according to the aforementioned policies of 'Accounts & Billing.'

General Promotional Offers T&Cs

These terms and conditions apply to all promotions run by Inlet Physio Pty Ltd in Australia, its representatives and/or its practices. Unless specifically stated otherwise:

- offer not valid with any other offer,
- offer is limited to one offer per person,
- if a practice changes ownership, offers made by the former ownership are void,
- any discounts are off the standard pricing for the product or service,
- not redeemable for cash or products,
- pricing relating to any offer is valid only at the time of publication and is subject to change or termination without notice,
- 'new' clients - means anyone that has never received services at the practice before.
- to ensure the benefit of the offer is passed on to you, please confirm that you are claiming the offer when booking, or prior to service commencement.

Exclusion of Liability

The Practice Director and employees of this Practice shall not be liable for, nor shall they accept any responsibility for any injury, loss or damage howsoever sustained by any person or persons arising out of any of the treatments or procedures delivered in this Practice or in any way whatsoever which does not arise from any negligent act or omission of the Practice Director and employees.



How to contact us

To contact us about any of our policies, terms and conditions, please approach:

hello@inletphysio.com.au