

## TERMS AND CONDITIONS

Thank you for making the choice to organize therapy sessions with Physio at Home. All our physiotherapists are registered in the Portuguese Health Regulation Authority (ERS) as our company is certified under the number E141465.

### DATA PROTECTION

All information disclosed to Physio at Home will be confidential under high security and not disclosed to third parties unless we find obligation by a public or governmental body. If you would like to access to your physiotherapy notes, please let us know.

### APPOINTMENTS

Initial Consultation (screening extra time)	Up to 30 min	Free
Physiotherapy	60 minutes	80 €
Physiotherapy (3 or more people in a row)	60 minutes	65 €
Physiotherapy (extra time)	30 minutes	20 €
Physiotherapy (extra time)	60 minutes	40 €
Osteopathy	60 minutes	90 €

**Disclaimer:** Rates may differ according to your area, the professional attending you, long-term clients, type of condition and possible discounts applied. Always confirm your rate before booking a session.

### DISCOUNTS

Discounts are applicable to every customer under the below circumstances:

- 10€ discount on every session: Booking of 10 sessions and payment in advance.
- Special discounts for groups of 3 or more people (confirmed when you make your booking)
- Special discounts for long term clients.

### PAYMENT

We require payment at the end of each session. We accept bank transfers, cash, MB Way and PayPal. If you are using bank transfer methods, we can wait until the end of the day of your session for the payment to be completed. For future bookings it is required that the past sessions are always settled. Please follow up with our general number by sending us a proof of transfer like a screenshot or bank document. Bank details:

**Bank:** novobanco

**Account Holder:** SMELLINGOLD LDA

**IBAN:** PT50 0007 0000 00656464282 23

**BIC;SWIFT:** BESCPTPL

### CANCELLATIONS

If you wish to cancel your appointment, best to do it directly with the responsible physiotherapist, or contact our phone number (+351 928 153 767), / email [physioathome.pt@gmail.com](mailto:physioathome.pt@gmail.com). **Cancellations have to be requested over a 24 hour notice prior to the scheduled appointment**, we will require a full payment otherwise, since that may interfere with other clients' scheduling attempts.

### COMPLAINTS

We are committed to providing you the best possible service and very much respect every client's opinion and feedback. However, if you are unhappy with any part of the service or feel the need to report any situation please let us know so that we can address and correct it if needed. If you have a complaint please do so contacting our email [physioathome.pt@gmail.com](mailto:physioathome.pt@gmail.com).

**PHOTOS & VIDEOS**

In some cases your therapist may suggest taking photographs or videos to help the assessment. These will be kept securely under the rules of Data Protections. Would you be happy with this? (Please tick)

Yes [ ]

No [ ]

**CONSENT**

Following the assessment, your physiotherapist will discuss treatment options and its benefits and possible associated risks/side effects.

Feel free to ask any questions or address any concerns at any point during the session.

You have the right to decline physiotherapy treatment at any point.

Your physiotherapist may want to share information with others directly involved in the care of yourself or the person you are signing on behalf of. Do you consent? (Please tick)

Yes [ ]

No [ ]

I hereby agree to the information provided and consent to have an Assessment and Treatment based on Physiotherapy:

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
*signature* *name* *date*

(for caretakers or responsible of service user)

I am signing on behalf of the service user and hereby agree to the information provided and consent to have an Assessment and Treatment based on Physiotherapy:

Relationship to service user: \_\_\_\_\_

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
*signature* *name* *date*