

TERMS AND CONDITIONS

Thank you for making the choice to organize therapy sessions with **Phixu**. All our physiotherapists are registered members of the Portuguese Order of Physiotherapist and Phixu – Physio at Home is a registered brand and a registered service provider in the Portuguese Health Regulation Authority (ERS) with the certification number E141465.

1. DATA PROTECTION

1.1. All information disclosed to Phixu 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 access to our physiotherapy notes, please contact us.

2. PRICING

2.1. Price Table:

Online Consultation	30 min	Free
First Consultation (extra assessment time)	15-30 min	Free
Physiotherapy Session	60 min	80€
Physiotherapy Session (Sundays and National Holidays)	60 min	90€
Physiotherapy (extra time – same user)	30 min	30€
Physiotherapy (extra time – same user)	60 min	60€
Physiotherapy (extra user – same location)	60 min	70€
Osteopathy Session	60 min	90€

2.2. Disclaimer: Rates may differ in very special occasions according to special requests (quotations for large groups or sporting events), very distant areas, long-term clients and other out of the ordinary conditions.

3. DISCOUNTS

3.1. Discounts are applicable to every customer under these conditions:

3.1.1. - 10€ discount on every session: Booking of 10 sessions and payment in advance.

3.1.2. - Special discounts for large groups (contact us to get a quote).

4. PAYMENT

4.1. We require payment at the end of each session. We accept bank transfers, cash, MB Way and PayPal. If you are using transfer methods (all except cash), we have a tolerance period of 12 hours after the end of your session for the payment to be completed. For future bookings it is required that the past sessions are settled. Please follow up with our general number by sending us a proof of transfer such as a screenshot or a bank document.

4.2. Our Bank details:

Bank: novobanco

Account Holder: SMELLINGOLD LDA

IBAN: PT50 0007 0000 00656464282 23

BIC|SWIFT: BESCPTPL

5. CANCELATIONS

- 5.1. If you wish to cancel your appointment, it is recommended that you contact the designated physiotherapist or our general number (+351 928 153 767) as soon as possible. Cancellations notices requested under a period 24hrs before your scheduled appointment will result in a full charge of your session amount, since that may interfere with our scheduling and the physiotherapists' travelling logistics / potential expenses.

6. REFUND POLICY

- 6.1. As a provider of professional, in-person physiotherapy services, we do not offer refunds for completed sessions or purchased session packages. By engaging our services, clients acknowledge and accept that once a service has been delivered, or a package has been purchased, no refund will be issued.
- 6.2. If you have a serious concern involving a potential breach of professional conduct or ethics, we encourage you to bring the matter to our attention in writing as soon as possible. We take these claims very seriously and will investigate them internally and apply the necessary measures to report it to relevant authorities / issue a refund if justified.

7. COMPLAINTS

- 7.1. We are committed to providing you with the best possible service and very much respect every client's opinion and feedback. 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 it and improve. If you decide to make a formal complaint, contact our email phixu.pt@gmail.com so that we can redirect you to the portuguese electronic complaint book 'Livro de Reclamações'.

8. USER DATA AGREEMENT FORM (OPTIONAL)

8.1. PHOTOS AND VIDEOS

In some cases your therapist may suggest taking photographs or videos to help the assessment. These will be kept secure under rules of Data Protection. Do you accept this? (Please tick):

YES [] NO []

8.2. CONSENT

Following the assessment, your physiotherapist will discuss treatment options and its benefits as well as possible 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 time.

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 []

