

## Healthsure Group Terms and Conditions - Referred Physiotherapy Patients

### Schedule of Rates

Any assessment or treatment carried out by HealthSure will be subject to the schedule of rates which can be found on [www.healthsuregroup.com](http://www.healthsuregroup.com)

### Insurance Payment Gaps – Responsible Party

Where any service is provided by HealthSure through a third party insurance company, any outstanding balance that is to be covered by patient excess, is the sole responsibility of the patient to arrange appropriate payment.

### Payment Methods

Payment for any Service provided can be paid by the following means:

- In person at any of the clinic locations (payment can be made in cash or by debit/credit card)
- Online via the HealthSure website [www.healthsuregroup.com](http://www.healthsuregroup.com)
- Via telephone 0800 612 7111

### Late Payment

Payment for services rendered are due either before or at the point of Service. Where a payment is outstanding for a Service provided, HealthSure will seek to recover said payment by either of, or a combination of, the HealthSure Credit Control team or a third party debt recovery agency. Any involvement of a third party debt recovery agency could affect Patient's future credit rating.

### Non-attendance and Cancellation

Should Patient fail to attend your appointed session and give less than 24 hours notice, you will be charged in full for the scheduled session. Any notice of cancellation given with more than 24 hours' notice will not incur any fee.

### Data Protection

Where HealthSure receives any personal data (as defined by the Data Protection Act 1998) from the Patient, it shall ensure that it fully complies with the provisions of the Act and only deals with the data to fulfil its obligations under the contract.

HealthSure shall take all reasonable steps to ensure that all its partners, contractors and agents comply with this clause where they are processing any of Patient's personal data on behalf of HealthSure.

Patient shall indemnify HealthSure for any breach of the Act which renders the latter liable for any costs, claims or expenses.

### Assignments

As part of Patient's treatment, Patient may be given assignments to complete to aid in Patient treatment. If Patient does not complete these assignments, Patient recovery could be delayed and Patient could reduce the effectiveness of the treatment Patient receives.

**Outcome**

HealthSure shall seek to enable Patient to achieve Patient's desired outcomes. No outcome can be guaranteed, however, and Patient has sole responsibility for acting on any recommendations or advice HealthSure Physiotherapy may give. HealthSure has no liability for any loss incurred by Patient, whether financial or otherwise, following the provision of the Services, nor for any perceived failure by Patient, whether justified or otherwise, to achieve Patient's desired outcomes or goals.

**Variation**

HealthSure reserve the right to update our terms and conditions at any time, which includes updates to the schedule of rates.

**Force Majeure**

HealthSure shall not be liable for any failure of or delay in the performance of this contract for the period that such failure or delay is:

- (a) beyond the reasonable control of HealthSure
- (b) materially affects the performance of any of its obligations under this contract, and
- (c) could not reasonably have been foreseen or provided against

Upon completion of the event of force majeure, HealthSure will, as soon as reasonably practicable, recommence the performance of its obligations under this contract.

**Disputes and Governing Law**

This contract, and any dispute arising out of the Services performed, is governed by the law of England and Wales, and is subject to the exclusive jurisdiction of the courts of England and Wales.

**Severability**

If any provision of this contract is declared unenforceable or invalid, the remainder of the contract shall remain operative and binding on the Parties.