

Patient Partnership Terms

By paying your deposit, you are confirming your appointment and agreeing to Cedar Tree Chiropractic Clinic's Terms and Conditions, including our Appointment Reminder & Cancellation Policy, No-Show Policy, and Massage Deposit Policy. We value our patients' commitment to their health and wellbeing, and ask that you read and accept the following terms to help us provide the highest standard of care and ensure the smooth running of the clinic.

1. Appointment Attendance

I understand that consistent attendance at scheduled appointments is essential for my progress and the overall effectiveness of my treatment. I agree to make every effort to attend all appointments at the scheduled time.

2. Appointment Reminders & Cancellation Policy

I understand that Cedar Tree Chiropractic operates a text reminder system. I will receive a reminder **72 hours prior to my appointment**, allowing me to reschedule or cancel at no cost, and a second reminder **24 hours prior** to confirm my attendance.

If I cancel within 24 hours of my appointment, a **50% cancellation fee** will apply and must be paid before booking further appointments. I acknowledge that late cancellations impact practitioner income and prevent the clinic from offering appointments to patients in urgent need.

3. Rescheduling Procedure

I understand that appointment cancellations or rescheduling must be completed using the link provided in the reminder text message or by contacting Cedar Tree Chiropractic directly via phone or email. I agree to follow the clinic's procedures to ensure timely changes to my appointment schedule.

4. Late Arrival Policy

I understand that arriving late may result in a shortened session or the need to reschedule my appointment. While Cedar Tree Chiropractic will make reasonable efforts to accommodate late arrivals, the full appointment duration cannot be guaranteed.

5. No-Show Policy

I understand that failure to attend a scheduled appointment without prior notice will be considered a no-show. I acknowledge that **one no-show occurrence will result in a requirement for payment in advance for all future appointments**.

6. Commitment to Treatment Plan

I understand that the aim of my treatment is to help me manage my pain effectively and progress toward maintenance care where appropriate. This relies on following my personalised treatment plan and completing any recommended rehabilitation exercises.

If I choose not to adhere to my treatment or exercise plan, I accept that my progress may be limited and that I may require additional appointments for short-term symptom relief rather than resolving the underlying cause of my condition.

7. Communication with Clinic Staff

I agree to communicate openly and honestly with Cedar Tree Chiropractic staff regarding any concerns or difficulties I experience during my care. I understand that clear communication is vital to the effectiveness of my treatment.

8. Massage Appointment Deposit Policy

I understand that a **£20 deposit is required when booking massage appointments**. This deposit remains on my account on a rolling basis while I continue booking.

If I cancel within 24 hours, the £20 deposit will be used to pay the practitioner, and a new deposit will be required to rebook. If I choose not to book further massage appointments, the £20 deposit will be deducted from my final session.

By accepting these terms, I confirm my commitment to my health and wellbeing and acknowledge the importance of attendance, communication, cooperation, and adherence throughout my care at Cedar Tree Chiropractic Clinic.