



# Invoicing and Payment Policy

## 1. Consultation Fees

A current price list is available on our website

<https://www.handinhandphysio.co.uk>

Please contact us at [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk) for quotes regarding travel costs or reports required.

## 2. Invoicing Process

- Invoices will be issued once an appointment has been agreed.
- For regular, ongoing treatments, invoices may be issued weekly or monthly, depending on the client's preference but will need to be paid before or on the day of the first appointment in the set.
- Invoices will include the following details:
  - Date of treatment
  - Description of services to be provided
  - Deposit due (to secure date and time)
  - Total amount due
  - Payment deadline

## 3. Payment Terms

- A deposit of 50% monies due is required to secure the date and time of the appointment

- Full payment is required on the day of the appointment or first day of a set of appointments booked.

#### **4. Accepted Payment Methods**

- Payment is by bank transfer (details provided on invoices).

#### **5. Late Payments**

- Payments not received by the due date may incur a **late payment fee** of 2.5% per day of delay (e.g. if 3 days delayed this would be an additional charge of 7.5%).
- If payment is not made according to the payment schedule as outlined on the invoice then appointments will be suspended until payment is made.
- Non payment for work completed will result in escalation to the claims courts.

#### **6. Cancellation**

- Appointments cancelled with less than 24 hours' notice will incur a cancellation fee of 100% of the fee except in exceptional circumstances at the discretion of Hand in Hand Physiotherapy.

#### **7. Disputes**

- Any disputes regarding invoices should be raised within **7 days** of receipt.