



# 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.
- Invoices will include the following details:
  - Date and time 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.

#### **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%).
- Persistent non-payment may result in suspension of treatment or escalation to debt recovery.

#### **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.