

Terms and Conditions – Lee Thompson Osteopath

Effective Date: 22nd September 2025

1. Introduction

Welcome to Lee Thompson Osteopath's clinic. These Terms and Conditions govern your use of our services and form the basis of the agreement between you (the patient) and us (the clinic/practitioner). By booking an appointment, you agree to be bound by these terms.

2. Our Services

We provide osteopathic care and related services in accordance with the standards set by the General Osteopathic Council (GOsC). All practitioners are registered with the GOsC and hold appropriate qualifications and insurance.

3. Appointments and Cancellations

- Appointments can be booked online, by phone, or in person.
- We require at least **24 hours notice** for cancellations or rescheduling. Missed appointments or late cancellations may incur a fee up to the total amount of the treatment.
- If you are late, we may need to shorten your session or reschedule.

4. Fees and Payment

- Fees are payable at the time of booking for initial consultations, then at the time of treatment for standard appointments unless otherwise agreed.
- We accept payment via cash, bank transfer or card.
- A full list of current fees is available on our website.

5. Medical Records and Confidentiality

- All patient records are kept confidential and in accordance with the **Data Protection Act 2018** and **UK GDPR**.
- You have the right to access your records upon request.

6. Consent to Treatment

- You will be asked to provide informed consent before treatment begins.

- You may withdraw consent at any time.

7. Health and Safety

- Please inform us of any changes to your health or medication.
- We reserve the right to refuse treatment if it is deemed unsafe or inappropriate.

8. Complaints

- We aim to provide the highest standard of care. If you are dissatisfied, please speak to your practitioner.
- You may also contact the General Osteopathic Council if your concern is not resolved.

9. Changes to Terms

- We may update these Terms and Conditions from time to time. The latest version will always be available on our website.