

Refund & Cancellation Policy

1. Treatment Fees & Payments

All treatment fees for physiotherapy, massage therapy, acupuncture, shockwave therapy, injections and other services are clearly stated on our website and/or booking platform. Payment is taken in advance when booking online, in person or by phone.

2. Cancellation & Refunds for Appointments

We understand that circumstances change. If you need to cancel or reschedule an appointment, please let us know as soon as possible.

You can cancel or reschedule without charge up to 24 hours before your appointment.

If you cancel or reschedule:

- **More than 24 hours before** the appointment — No charge, full refund or credit applied.
- **Within 24 hours** of the appointment — The full fee may be charged, and no refund given.
- **Failure to attend (no-show)** — The full fee is charged and non-refundable.

We may make exceptions in genuinely unforeseen circumstances (e.g., sudden illness, emergencies), at the clinic's discretion.

3. Refunds Due to Service Issues

Our goal is to provide high quality care. If you feel that a treatment did not meet your expectations:

- Contact us **within 14 days** of your appointment.
- Provide details of your concern and any supporting information.
- We will review your case and, where appropriate, offer one of the following:
 - A repeat appointment at no extra charge
 - A partial refund depending on the circumstances
 - A credit note toward another service

We will respond to all such enquiries within **7 working days**.

4. Refunds on Prepaid Packages or Vouchers

If you purchase gift vouchers:

- These are **non-refundable once purchased**, except in exceptional cases and only at our discretion.
- Gift vouchers have an expiry date (as stated when purchased). Refunds will not be given for unused vouchers after expiry.

5. How Refunds Are Made

If a refund is agreed:

- Refunds will be issued using the **original payment method** (e.g., card used online).
- Refunds may take **up to 14 working days** to appear in your account, depending on your bank or card provider.


6. Contracts & Distance Sales Regulations


When you pay through our online booking system:

- You are entering into a contract for services with Wrexham Physiotherapy.
- Under UK Consumer Contracts Regulations, you do not have a general “cooling off” right for **healthcare appointments** because service is provided when booked and accepted.
- Cancellation and refund rights are governed by the terms above.

7. Contact Us

If you have a question about our refund or cancellation policy:

 **Phone:** 01978 291154

 **Email:** info@wrexhamphysiotherapy.co.uk