



CHILDREN'S PHYSIOTHERAPY & DEVELOPMENTAL SUPPORT

## Terms & Conditions & Fees

Rachel Pailles (trading as Play Move Grow) is a Chartered Physiotherapist specialising in the assessment and treatment and management of babies and young children.

### Fees - Valid from 1<sup>st</sup> October 2025 to 31<sup>st</sup> March 2026

#### Initial Consultation

(90 - 120 minutes)

£ 175.00

For more complex neurodevelopmental assessments our initial consultation will involve 2 contacts. The first to take place virtually either by telephone or video call and the second a clinic-based assessment. This is to ensure that Physiotherapy is appropriate, to take a full history, ensure a therapeutic relationship can be established, answer any questions and to enable your therapist to plan effectively for your clinic assessment (should this be deemed necessary). **The cost of this initial phase is £60 and is taken off the total cost of the consultation at the next point of contact.**

#### Initial Consultation

(60 – 90 minutes)

£ 135.00

For assessments where there is minimal history, it is clear that Physiotherapy is indicated and that needs can be met at Play Move Grow a clinic appointment will be booked as the first contact and history taken at this time.

#### Baby MOT (60 minutes)

£ 90.00

**Following your initial consultation an on-going therapy plan will be made and costs discussed.**

Follow up appointments:	45 Minutes	£ 75.00
	60 Minutes	£ 87.50
	90 Minutes	£ 125.00

Therapy Packages:		£/hour	Total Price
	6 Hours	£ 82.50	£ 495.00
	12 Hours	£ 77.50	£ 930.00

You are personally liable to pay all our fees and any surcharges incurred, such as any cancellation fees.

Prices quoted are for clinic-based intervention. For home/school-based visits (within a 15-mile radius of Norwich City Centre) there is a standard travel charge of £45 per visit plus **60 pence per mile** return from NR8 6HY. Outside of this area input may be possible (depending on availability and location) but additional charges for travel time will be incurred.

For all clients who book an initial assessment or continue with "Pay as you go" follow up sessions, full payment is required 48 hours prior to the session unless agreed otherwise.

Therapy blocks/packages are available at reduced hourly rates when sessions are booked and paid in full prior to commencing the first appointment. Sessions must be used within 3 months from date of first session and can be used for face-to-face contact, admin and school or home visits as indicated (see above for additional charges). Most sessions are 1 hour long however some may be 45 minutes depending on the child and nature of therapy required. All school and home visits are a minimum of 1 hour.

Payment is via BACS and details will be attached to the invoice sent from Cliniko practice management software. PLEASE NOTE WE CAN NOT TAKE CARD PAYMENTS AT THE APPOINTMENT.

**Admin:** Record keeping and general liaison including email/phone calls are included within session fees. Formal written letters/reports and attendance at meetings will be charged at our hourly rate (minimum 30 minutes). These will only be undertaken with prior agreement. Hours purchased within therapy packages can be used for admin.

**Cancellations:** We understand that from time-to-time appointments need to be cancelled or rearranged due to illness or situations beyond your control. However, as a small business we do have to adhere to a strict cancellation policy.

If you miss a scheduled appointment or cancel with less than **24 hours' notice**, you will be liable to pay the **full cost of the session**. If you are subscribed to one of our packages, the missed appointment will be deducted from your package total.

If you/your child attends an appointment but has symptoms in line with our Covid screening, you/they may be refused treatment. You will be liable for the full cost of this appointment. If you have any concerns or queries about attending, please contact us more than 24 hours prior to your appointment to check if you should proceed.

Where possible we will try to be flexible with regards to cancellations within 24 hours. For example, you may be offered a virtual appointment as an alternative to your cancelled face to face session if appropriate. However, if this is not an option, you will be liable for the full session fee.

Although we will try to avoid it, we may need to cancel/rearrange a scheduled session. Where possible we will always attempt to rearrange as soon as possible at a mutually convenient time. No charge will be made for any sessions cancelled by us.

To allow the clinic to run on time, if you are late, the session will begin on your arrival and continue until the time it is scheduled to end. If you wish the session to overrun and we agree, then you may be charged at our discretion for this time.

**Confidentiality and Data Protection:** Any information that you share with us about you, or your child will be treated as confidential. We do however need to collect and process personal data, including sensitive data about yourself and your child to provide an effective service. We will not share any information with anyone without your permission, except where required by law or if necessary to protect you, your child or someone else. All our record keeping is in adherence with the Data Protection Act 1998. Please see our full privacy policy on our website for more details.