

GMG
Policy

Attendance

We respectfully request that you arrive 10 minutes prior to your appointment time.

Booking

You may book your appointment by email, text or by telephone. You may also seek a booking directly during contact hours. Your appointment request may be placed on a waiting list to which thereafter you will have first refusal on an appointment time.

Cancellation

A cancellation of 48 hours or less will incur a full fee charge. Other cancelled classes within excess of 48 hours will be returned in credit to use against other future appointments. Group classes are invoiced at the set rate per person – and standard cancellations policy still applies – however in the event that 50% or more of attendees are not present our standard rate is charged to the individuals present and this standard rate is based on our length of agreement and location.

Termination

Termination policy will be detailed in your individual agreement and explained to you as standard procedure. All early terminations require 4 week's notice that is payable equivalent to the price or standard rate of classes per hour per person, they may also be used as classes. The standard early termination charges are applicable to all agreements and persons in that agreement and are: An administration fee of £25; plus an early termination charge of £50; plus payment for all classes for the period noted in your agreement is due until the final date of agreement. However, you may assign these classes to a nominated person, but standard early termination charges (above) will still apply. Annexed agreements if available are as detailed in your contract also incur the aforementioned fees.

Correspondence and Confidentiality

All subject matters during appointments are completely confidential. Grégoire's Medical Group abide by data protection Acts of the details we hold on you. No other persons will be told about the nature or content of your appointment under any circumstances.

Fees

No cash is handled during the clinical hours. Payments are made electronically and will be invoiced to you either prior or following classes usually on a monthly basis. No further appointments will be secured unless fees are settled. No credit for appointments is given. Should an insurance claim be made you are liable for any excess or shortfall in relation to your policy.

Payment

Payments for your appointments are in advance of the month ahead. We request semester payments are made in full and an invoice will be issued.

Receipts

Appointment receipts will be provided.

