Terms & Conditions

Effective Date: January 2026
Last Revised: 26 January 2026

Welcome to Maintain Independence Ltd. By booking or attending an appointment with us, you agree to the following Terms & Conditions.

1. Booking & Payment

All appointments, including clinic appointments, home visits and Rehabilitation Suite sessions, must be paid for in full in advance to secure your booking.

Appointments are only confirmed once payment has been received. An invoice does not guarantee or reserve an appointment.

2. Cancellations

We require a minimum of **48 hours' notice** to cancel or rearrange an appointment.

Appointments cancelled with less than 48 hours' notice, missed appointments or appointments where a client does not attend are non-refundable.

In exceptional circumstances, we may, at our discretion, waive this policy.

3. Appointment Reminders

As a courtesy, an automated email reminder is sent approximately 24 hours before your appointment.

Clients are responsible for attending their appointment at the correct date and time. We do not routinely telephone, text or WhatsApp clients to remind them of appointments or to check attendance if they do not arrive.

4. Late Arrival & No Shows

If you arrive late, we will do our best to complete your appointment; however, your session may need to be shortened to avoid delaying other clients.

If you fail to attend your appointment without notice, the full appointment fee remains payable.

5. Personal Hygiene

We ask all clients to attend appointments wearing clean clothing and maintaining a reasonable standard of personal hygiene.

If you are attending after the gym, work or any activity likely to leave you perspiring, we kindly ask that you shower or change into clean clothing before your appointment where possible.

Maintain Independence reserves the right to postpone or refuse treatment where personal hygiene or clothing would prevent treatment from being delivered safely, hygienically or professionally.

6. Health & Medical Information

Clients are responsible for informing us of any changes to their health, medication, medical conditions or injuries before treatment.

Please do not attend your appointment if you have symptoms of a contagious illness. Contact us as soon as possible to discuss rearranging your appointment.

7. Behaviour

Maintain Independence is committed to providing a safe and respectful environment for all clients and staff.

Aggressive, abusive, threatening, discriminatory or inappropriate behaviour, including sexual comments, unwanted advances, harassment or intimidation, will not be tolerated.

We reserve the right to end an appointment immediately, refuse treatment or decline future bookings if a member of our team feels uncomfortable or unsafe.

8. Home Visits

For home visits, clients are responsible for providing a safe, clean and accessible environment in which treatment can be carried out.

If a clinician believes the environment presents a risk to health or safety, treatment may be postponed or cancelled.

9. Liability

Maintain Independence will always provide treatment in accordance with professional standards. However, no guarantee can be given regarding treatment outcomes, as every individual responds differently to rehabilitation and manual therapy.

10. Privacy

Your personal information will be handled in accordance with our Privacy Policy and applicable UK data protection legislation.

11. Changes to These Terms

Maintain Independence Ltd reserves the right to amend these Terms & Conditions at any time. The latest version will always be available on our website.

Further Information

These Terms & Conditions provide an overview of the key conditions relating to our services. For more detailed information, please refer to our individual policies, including our:

- Booking & Payment Policy
- Hygiene & Clinical Environment Policy
- Respect, Professional Boundaries & Zero Tolerance Policy
- Privacy Policy
- Home Visit Policy
- Complaints Policy

These documents are available on our website or can be provided upon request.

Contact Us

Maintain Independence Ltd

📞 01270 417700

✉️ info@maintainindependence.co.uk

By booking an appointment with Maintain Independence Ltd, you confirm that you have read, understood and accepted these Terms & Conditions.