

Terms and Conditions for Packages

1. Introduction

Thank you for purchasing one of our packages. These terms outline the payment terms, cancellation policy, and rescheduling procedures for our physiotherapy packages.

2. Payment Terms

2.1. Full Payment: Payment for the selected physiotherapy package must be made in full at the time of booking unless otherwise agreed upon in writing.

2.2. Payment Methods: We accept payments via credit card, debit card, bank transfer, or other methods as specified at the time of purchase.

2.3. Receipts: A receipt can be provided upon completion of the payment process, please let us know if you would like us to send this via email.

3. Cancellation Policy

3.1. Please make cancellations via email to hello@neurobility.co.uk or by calling our office at 01295 810691 – please leave a message if we are not able to answer your call.

3.2. Session Loss:

- Cancellations made more than 24 hours before the scheduled session will not result in a loss of the session. The session can be rescheduled as per our rescheduling policy.

- Cancellations made less than 24 hours before the scheduled session will result in the session being considered as completed and will be deducted from the package.

4. Rescheduling Policy

4.1. Notice: Rescheduling requests must be made at least 24 hours before the scheduled session to avoid any issues.

4.2. Rescheduling Process:

- Rescheduling requests made more than 24 hours before the scheduled session will be accommodated based on availability.

- Rescheduling requests made less than 24 hours before the scheduled session will be treated as a cancellation and the session will be considered completed and deducted from the package.

4.3. Availability: Rescheduling is subject to availability. We will make every effort to accommodate your preferred new date and time but cannot guarantee availability.

5. Refund Policy

5.1. Refund Requests: Refund requests must be made in writing via email to hello@neurobility.co.uk or by calling our office at 01295 810691 – please leave a message if we are not able to answer your call.

5.2. Refund Eligibility:-

Full refunds will be issued for cancellations made more than 48 hours before the first scheduled session of the package.

- Partial refunds will be considered on a case-by-case basis for cancellations made after the package has started, based on the number of sessions already completed.

- No refunds will be issued for cancellations made less than 24 hours before a scheduled session, and those sessions will be considered completed and deducted from the package.



5.3. Processing Time: Refunds will be processed within 7-10 business days

5. Package Validity

5.1. Expiry: All physiotherapy packages must be used within 4 months from the date of purchase unless otherwise specified. Sessions not used within 4 months will be considered completed and deducted from the package.

5.2. Transferability: Packages are non-transferable and can only be used by the individual named at the time of purchase.

6. Amendments

Neurobility Limited reserves the right to amend these terms and conditions at any time. Any changes will be communicated to you in writing.

7. Contact Information

For any questions or concerns regarding these terms and conditions, please contact us at:

Email: hello@neurobility.co.uk

Phone: 01295 810691

By purchasing a physiotherapy package from Neurobility Limited, you acknowledge that you have read, understood, and agree to these terms and conditions.