

# Shrewsbury Family Chiropractic - Terms of Business

**Registered name:** Travelling Kiwis Limited

These Terms of Business explain how our practice operates, how appointments and payments work, and the responsibilities of both the practice and our patients. If anything is unclear, please ask, we are always happy to help.

## 1. Professional regulation

All chiropractors in this practice are registered with the General Chiropractic Council and hold appropriate professional indemnity and public liability insurance.

## 2. Consent

Chiropractic care is always provided with your informed consent. Before care begins, you will be informed about the examination and findings, recommended care, possible risks, benefits and expected responses, alternative options (including doing nothing), and the opportunity to ask questions at any time. Consent is an ongoing process and may be changed or withdrawn at any stage.

## 3. Privacy, dignity and inclusion

We aim to create a welcoming, respectful environment for everyone and do not discriminate on the basis of age, disability, sex, ethnicity, religion, gender identity, sexual orientation or any protected characteristic. If you have communication, cultural or access needs, please let us know so we can support your comfort and dignity during care.

New patients are always seen in a private room for their consultation and Report of Findings visit. For ongoing regular visits, our practice uses an open-plan environment. Many patients appreciate this family-friendly style, and it allows excellent supervision while maintaining dignity and respect for everyone.

If at any time you would prefer to receive care in a private room, please tell us, this option is always available. A private room will also be offered if you wish to discuss information that is personal or sensitive.

Examinations that could be considered intimate will always take place in a private room, with access to a gown and the option of a chaperone.

## 4. Clothing and comfort

Some forms of care may require access to the spine or joints. Comfortable clothing is helpful. If specific clothing or a gown is needed, a private space will be provided.

## 5. Children and capacity

Children may consent to care if assessed as Gillick competent, otherwise, consent will be obtained from a parent or someone with legal parental responsibility.

Adults must have capacity to consent. If capacity is uncertain, appropriate safeguards will be followed.

## 6. Scope of care

Chiropractic care at our practice focuses on the relationship between structure and function, primarily the spine, joints and nervous system, and supports the body's natural ability to heal and adapt. Care may include advice, exercise and manual techniques tailored to your individual needs.

If your chiropractor considers that a different form of healthcare assessment or care would be more suitable, you will be advised and referred accordingly.

## 7. Third-party services

At times we may recommend or arrange services provided by independent third parties, such as external diagnostic providers or imaging centres. We will take reasonable care when making such recommendations or arrangements. Responsibility for services provided by third parties rests with those providers, and your statutory rights remain unaffected.

## 8. Fees and payment

Our fees are set out in our Schedule of Fees, which is available on request and displayed within the practice. Payment is normally made at each visit unless a pre-payment arrangement has been agreed. We accept cash, card and online banking.

If you choose a pre-payment plan and decide to stop care early, we will refund any unused visits. Used visits are charged at the standard single-visit fee listed in our Schedule of Fees. Refunds are returned promptly to the original payment method.

## 9. Pre-payment plans and refunds

We offer a 12-visit pre-payment plan where patients receive 12 visits for the cost of 11, based on the standard single-visit fee shown in our Schedule of Fees.

If you choose to stop care early, we will refund any unused visits. Used visits are charged at the standard single-visit fee.

Example refund:

- Pre-payment cost = 11 × standard fee
- If 5 visits have been used, the cost of used visits = 5 × standard fee
- Refund = amount paid – cost of used visits

Refunds will not exceed the total amount originally paid. Refunds are processed promptly to the original payment method.

## 10. Scheduling and cancellations

New patient consultations and Report of Findings appointments require more time and preparation. For this reason:

- 48 hours' notice is required to cancel or change these appointments
- 24 hours' notice is required for all other appointments

Appointments cancelled with less notice, or missed appointments, may incur a fee unless due to illness or unforeseen circumstances. Appointment reminders are offered as a courtesy, but patients remain responsible for attending scheduled visits.

## 11. Communication

We aim to communicate clearly, respectfully and in a way that supports your understanding of care. If you have specific communication needs, please let us know.

## 12. GDPR, records and confidentiality

Your records are stored securely and retained in line with UK data protection law and General Chiropractic Council professional guidance. After the required retention period, records are securely destroyed.

You may request access to your records at any time. Information is not shared with third parties without your consent unless required by law.

Full details about how we collect, use, store, and protect personal data are set out in our Privacy Notice, available on our website and displayed in the reception area of the practice.

All information shared with your chiropractor is treated as strictly confidential. We will not disclose information about you to anyone without your consent unless required by law or where there is a serious risk of harm to yourself or others.

Data Controller: Glenn Fredericksen  
Email: [gdp@shrewsburyfamilychiropractic.co.uk](mailto:gdp@shrewsburyfamilychiropractic.co.uk)

## 13. Clinical records ownership

Clinical records are the property of the practice, but you have the right to access copies of the information contained within them. Requests for copies will be handled promptly in accordance with data protection legislation.

## 14. Locum chiropractors

At times, a registered locum chiropractor may provide care, for example, during holidays, illness or training. Care will continue without interruption, with your plan followed.

## 15. Risks and emergencies

Chiropractic care is generally safe, but all hands-on care carries some level of risk. If you develop new symptoms or something unexpected happens, please let us know, and tell your chiropractor about any changes in your health, symptoms or medications at each visit.

Chiropractors do not provide emergency medical services. For urgent or emergency symptoms, please contact NHS services or call 999 as appropriate.

## 16. Ending care

You are free to stop care at any time. Most patients complete the care that has been recommended. In rare situations, it may become difficult to continue, for example, if attendance becomes too irregular for care to be effective, consent is withdrawn, or communication makes it hard to continue working together.

If this happens, we will discuss it with you and consider the best way forward, including onward referral if needed. Any unused pre-paid visits will be refunded.

## 17. Respectful environment

We aim to provide a caring, professional and respectful environment for all patients and team members. We ask that everyone interacts courteously and considerately so the practice remains welcoming and safe for all.

## 18. Mobile phones

To maintain a calm and focused environment, we ask that mobile phones are kept on silent while in the practice. If you need to take a call, please step into the reception area whenever possible.

## 19. Parking

We provide a small number of parking spaces for patient use during appointments. These are clearly marked with bright pink "Chiropractor" signs.

Spaces cannot be guaranteed, and vehicles and belongings are left at your own risk. Please avoid parking in spaces reserved for other businesses. Bike racks are available at the front of the building.

## 20. Personal details

Please let us know if your contact details change so we can keep your records accurate and get in touch when needed.

## 21. Limitation of liability

Nothing in these Terms limits or excludes any liability that cannot be limited by law, including liability for death or personal injury caused by negligence, or for fraud.

Other than these situations, we are responsible for loss you experience only where it is a foreseeable result of our not using reasonable care and skill. We are not responsible for losses that we could not reasonably foresee, or for any business-related losses such as loss of earnings or revenue.

## 22. Changes to Terms

We may update these Terms from time to time if the law, professional standards or our practice operations change. The latest version will always be available at reception and on request. We will notify active patients of any significant changes that affect their care or payments.

## 23. Governing law and jurisdiction

These Terms of Business are governed by the laws of England and Wales. Any dispute arising from them will be handled by the courts of England and Wales.

## 24. Complaints and feedback

We want every patient to feel valued, respected and well cared for. If you ever have a concern, question or complaint about your care or experience, we encourage you to let us know so we can respond fairly, promptly and constructively.

Most concerns can be resolved quickly through a simple conversation. If you would like to raise a formal complaint, you may do so in person, by telephone, or in writing.

### How to raise a complaint

Complaints are handled by the Practice Owner, Glenn Fredericksen.

Address Shrewsbury Family Chiropractic, Willow House East, Sitka Drive,  
Shrewsbury Business Park, Shrewsbury, SY2 6LG, GB

Email: [glenn@shrewsburyfamilychiropractic.co.uk](mailto:glenn@shrewsburyfamilychiropractic.co.uk)

Phone: 01743 588190

### What happens next

We will acknowledge your complaint promptly and aim to provide a full response within **10–20 working days**, depending on the nature of the concern. If more time is required, we will keep you informed.

Complaints are handled **confidentially, fairly, and without prejudice**. Raising a concern will **never affect your care** or how you are treated at our practice.

### If you remain dissatisfied

If you feel your concern has not been resolved, you may contact the **General Chiropractic Council (GCC)**:

Address: 13 Dorset Square, London NW1 6QH

Tel: 020 7713 5155

Email: [enquiries@gcc-uk.org](mailto:enquiries@gcc-uk.org)

Website: [www.gcc-uk.org](http://www.gcc-uk.org)

We value feedback and see complaints as an opportunity to learn, improve, and ensure our care remains safe, respectful and professional.

Our practice is built on care, respect and integrity. We appreciate the opportunity to support you and your family, and we aim to make every visit a positive and reassuring experience. If something doesn't feel quite right, or if there is anything you would like us to address, please come to us directly - we will be happy to help.