

Terms of Service

Rumbles Chiropractic

These Terms of Service explain the terms that apply when you receive chiropractic services from Rumbles Chiropractic. By arranging an appointment, you agree to these terms.

1. About Rumbles Chiropractic

Rumbles Chiropractic provides chiropractic assessment, treatment, advice and exercise-based care for musculoskeletal conditions.

Chiropractic care is provided by a chiropractor registered with the General Chiropractic Council (GCC) and is delivered in accordance with the professional standards and requirements that apply to registered chiropractors in the UK.

2. Appointments

Appointments can be arranged by contacting Rumbles Chiropractic directly.

Once an appointment has been arranged, you can cancel or rearrange it by contacting us directly or, where available, by using the online cancellation facility.

When arranging an appointment, you are responsible for providing accurate and up-to-date information, including your contact details and relevant health information.

Your appointment time is reserved specifically for you. Please arrive on time so that there is sufficient time for your assessment and treatment.

If you arrive late, your appointment may need to be shortened where necessary.

3. Cancellation and rearranging appointments

If you need to cancel or rearrange an appointment, please let us know as soon as possible.

There is **no charge for cancelling or rearranging an appointment**. However, we ask that you provide at least **24 hours' notice where possible**, out of respect for your chiropractor and to allow another patient the opportunity to book the appointment.

We understand that circumstances can change and that sometimes appointments may need to be cancelled at short notice. Please contact us as soon as you can if you are unable to attend.

4. Initial appointments and treatment

Your first appointment will normally include an appropriate health history, assessment and, where appropriate, treatment and advice.

Treatment will only be provided with your informed consent. You are free to ask questions, decline treatment or withdraw your consent at any time.

The treatment recommended will depend on your individual circumstances. While we aim to provide appropriate and effective care, there is no guarantee that treatment will resolve or improve your symptoms.

Where appropriate, you may be advised to seek further assessment, investigation or treatment from another healthcare professional.

Any ongoing care will be discussed with you and agreed on an individual basis. You are not required to commit to a course of treatment or pre-paid treatment plan.

5. Fees and payment

Our current fees will be made clear before treatment is provided.

Payment is due at the time of your appointment unless an alternative arrangement has been agreed in advance.

Rumbles Chiropractic accepts the payment methods available at the time of your appointment.

If our fees change, the new fees will be communicated before they apply to your treatment.

6. Your responsibilities

To help us provide safe and appropriate care, you should:

- provide accurate and complete information about your health and medical history;
- tell us about any changes to your health or medication;
- tell us if you experience new or worsening symptoms;
- follow any advice or exercise recommendations that you choose to undertake;
- attend appointments at the agreed time; and
- tell us if you have any concerns about your care.

Information provided on the Rumbles Chiropractic website is for general information only and should not be used as a substitute for an individual assessment or medical advice.

If you experience symptoms that require urgent medical attention, you should seek appropriate medical or emergency care rather than waiting for a chiropractic appointment.

7. Referrals and working with other healthcare professionals

Where appropriate, Rumbles Chiropractic may recommend that you seek assessment, investigation or treatment from another healthcare professional.

With your consent, relevant information may be shared with another healthcare professional where this is necessary to support your care.

There may also be circumstances where information must be shared without your consent where there is a legal or professional requirement to do so.

8. Patient records

Rumbles Chiropractic maintains appropriate clinical records for patients receiving care.

Patient records are stored securely and handled in accordance with applicable data protection legislation and professional requirements.

Records will be retained in accordance with our professional and legal obligations.

Further information about how we collect, use, store and share personal information can be found in our Privacy Notice.

9. Complaints

We aim to provide a high standard of care and want patients to feel comfortable raising any concerns with us.

If you have a concern or complaint about any aspect of our service, please contact Rumbles Chiropractic using the contact details below. We will consider your concerns fairly and aim to resolve them where possible.

If you are not satisfied with the response to your complaint, you can contact the General Chiropractic Council (GCC), which regulates chiropractors in the UK and provides information about raising concerns about a chiropractor.

10. Changes to these terms

We may update these Terms of Service from time to time to reflect changes to our services, professional requirements or legal obligations.

The latest version will be made available on our website.

11. Governing law

These Terms of Service are governed by the law of England and Wales.

12. Contact

If you have any questions about these Terms of Service, your appointment, fees or our services, please contact:

Rumbles Chiropractic

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