



Myofunctional Therapy UK Appointment Booking Terms and Conditions

1. Treatments

1.1 At Myofunctional Therapy UK we work with a holistic approach, our therapists have been trained and are certified in one or more of the following techniques:

- Myofunctional Therapy
- Buteyko breathing re-education
- TMJ Therapy
- Craniosacral therapy
- Head and neck acupuncture
- Dental sleep medicine
- Fascia release
- Primitive reflex integration
- Tethered oral tissue assessment
- NLP
- CBT

Their training has been complemented to enhance their practice and treatment outcomes. These additional treatments may be included or charged at a separate rate, depending on the circumstances and treatment length.

2. Opening Hours

- 2.1 Myofunctional Therapy UK is open Monday to Friday from 9am – 6pm, excluding Bank Holidays when the practice is closed.
- 2.2 Myofunctional Therapy UK may at times adjust the opening hours according to the needs of the practice.

3. Appointment Bookings

- 3.1 All appointment dates and times offered by Myofunctional Therapy UK are provisional bookings until full payment of the client's invoice has been received and the online registration has been completed and the consent form has been signed, dated and returned.

4. Cancellations

- 4.1 Any bookings made where payment has not been received a minimum of 3 working days in advance of the appointment date and time, may be cancelled by Myofunctional Therapy UK and the client will be notified via email.
- 4.2 All clients have the right to cancel or re-arrange their bookings but must do this ahead of the 2 working day cancellation notice period of the appointment booking date and time.
- 4.3 Any bookings made that are cancelled by the client within the 2 working day cancellation period window are non-refundable and a new re-scheduled appointment will incur full charges. There may be times where this is not applicable but this will be at Myofunctional Therapy's discretion.
- 4.4 Any bookings cancelled in advance of the 2 working day cancellation period, can be re-arranged at no additional cost to the client.
- 4.5 Any costs incurred by the client in relation to the cancelled appointment due to non-payment and/or cancellation within the 2 working window, shall not be reimbursed by Myofunctional Therapy UK.

- 4.6 Should Myofunctional Therapy need to cancel a booking within the 2 working day cancellation period, there will be no additional charges for the re-arrangement of the booking and any costs incurred by the client will be reimbursed at Myofunctional Therapy's discretion. The client will be asked to provide proof of any costs incurred.

5. Data Protection

- 5.1 It is necessary for Myofunctional Therapy UK to retain data concerning patients, in order to provide an adequate service for the client's needs.
- 5.2 Contact details and health information relating to the client's therapy will be kept on file and will be kept confidential at all times.
- 5.3 No-one other than the client or a named authorised person on their account will be provided any information regarding their therapy treatment.