

## **OxPhysio Ltd – Terms of Service**

*Last updated: 16<sup>th</sup> March 2026*

### **1. Introduction**

These Terms of Service (“Terms”) govern your use of physiotherapy services, Pilates classes, and any other services provided by OxPhysio Ltd (“we”, “us”, “our”). By booking or attending an appointment or class, you agree to these Terms.

If you have any questions, please contact us before proceeding.

### **2. Who We Are**

**OxPhysio Ltd** Business address: 4 Southcroft Old Marston Oxford OX3 0PF

Email: [info@oxphysio.co.uk](mailto:info@oxphysio.co.uk)

Phone: 01865 764613

Physiotherapy services are delivered from rented rooms within multidisciplinary clinics. These clinic locations are not the registered business address of OxPhysio Ltd.

### **3. Services We Provide**

We offer:

- Physiotherapy assessment and treatment
- Rehabilitation and exercise programmes
- Pilates classes for adults
- Advice and education related to physical health

All services are delivered by qualified practitioners registered with the appropriate professional bodies.

### **4. Booking and Payment**

#### **4.1 Physiotherapy appointments**

Appointments can be booked directly with us. Payment is due at the time of the appointment unless agreed otherwise.

## **4.2 Pilates classes**

Pilates bookings and payments are managed through **Glofox**. You must have an active Glofox account to book classes.

## **4.3 Cancellations**

- Physiotherapy appointments cancelled with less than **24 hours' notice** may be charged at the full rate.
- Pilates classes follow the cancellation policy shown in the Glofox app.

## **4.4 Non-attendance**

Failure to attend without notice may result in a full charge.

## **5. Your Responsibilities**

You agree to:

- Provide accurate and complete information about your health
- Inform us of any changes in your condition
- Follow safety instructions during treatment or classes
- Use the Glofox platform responsibly for Pilates bookings

You must not attend appointments or classes under the influence of alcohol or recreational drugs.

## **6. Our Responsibilities**

We will:

- Provide services with reasonable skill and care
- Maintain professional registration and insurance
- Keep your information secure and confidential
- Inform you if a practitioner is unavailable or if an appointment must be rescheduled

## **7. Health and Medical Disclaimer**

Physiotherapy and Pilates involve physical activity. While we take care to ensure safety:

- You participate at your own risk
- You must inform us of any pain, discomfort, or concerns
- Pilates classes are **not** a substitute for medical treatment

If you have a medical condition, injury, or are pregnant, you should consult a healthcare professional and also inform the class teacher before participating in exercise classes.

## **8. Children and Young People**

Physiotherapy services may be provided to children under 18. A parent or legal guardian must:

- Provide consent for younger children
- Attend appointments unless the child is old enough to be seen alone
- Ensure accurate information is provided

Pilates classes are for adults only.

## **9. Data Protection and Privacy**

Your personal information is handled in accordance with:

- Our **Privacy Policy**
- Our **Cookie Policy**
- UK GDPR and the Data Protection Act 2018

Physiotherapy records are stored securely in **PracticePal**. Pilates booking data is stored in **Glofox**. Referrals are received via encrypted email, and GP letters are sent as password-protected attachments.

## **10. Limitation of Liability**

Nothing in these Terms limits our liability for:

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation
- Any rights you have under UK consumer law

For all other matters, our liability is limited to the cost of the service provided.

## **11. Intellectual Property**

All content on our website, including text, images, and branding, are owned by OxPhysio Ltd and may not be copied or reproduced without permission.

## **12. Changes to Services**

We may update or modify our services, pricing, or policies. Any changes will be published on our website.

## **13. Termination of Services**

We reserve the right to refuse or discontinue services if:

- Safety concerns arise
- You breach these Terms
- Payment is not made

## **14. Governing Law**

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

## **15. Contact Us**

For questions about these Terms, please contact:

OxPhysio Ltd 4 Southcroft Old Marston Oxford OX3 0PF

Email: [info@oxphysio.co.uk](mailto:info@oxphysio.co.uk)