

# Easingwold Osteopaths Limited Website Terms & Conditions of Use

## Definitions:

"Site" means the website as described in Section 1.

"Patient" or "you" means the person to whom the Services are provided.

"Clinic" or "we" means Easingwold Osteopaths, Commercial Cottage, Market Place, Easingwold, York, YO61 3AN

"Agreement" means these terms and conditions of business pertaining to the Services provided.

"Practitioners" are the professionals who deliver the Services at the Clinic's premises.

"Services" or "care" means the clinical services to be provided which include osteopathy, massage therapy, ear wax removal and audiology, nutritional therapy and acupuncture.

## 1. Supplier identification

www.easingwoldosteopaths.co.uk is a website operated by Easingwold Osteopaths Limited.

Easingwold Osteopaths main trading address is: Commercial Cottage, Market Place, Easingwold, York, YO61 3AN

## 2. Privacy Policy & Cookies

The website is owned by Easingwold Osteopaths Limited and the data controller is Joanna Waterworth.

We are registered with the Information Commissioners Office and our registration number is ZB126339.

Our full Privacy Policy can be found at: [https://www.easingwoldosteopaths.co.uk/privacy\\_notice](https://www.easingwoldosteopaths.co.uk/privacy_notice)

### 2.1 Contract execution

We do our best to ensure that the information provided on this Site is accurate and current. Despite our efforts however, information on the Site may be inaccurate, incomplete or out of date. All specifications, descriptions, Services and prices of Services on the Site may be subject to change at any time. The inclusion of Services on this Site at any time do not warrant or imply that these services will be available at any time. We reserve the right to change or withdraw services at any time.

Your personal data will be used to provide the information, goods and services offered through our website to you, for billing and service fulfillment under the Terms of the Patient's Agreement with the Clinic.

### 2.2 Cookies & monitoring

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

This website does not require cookies in order to function properly. Full information can be found on our Cookies page at: <https://www.easingwoldosteopaths.co.uk/pagek> and in our Privacy Policy at [https://www.easingwoldosteopaths.co.uk/privacy\\_notice](https://www.easingwoldosteopaths.co.uk/privacy_notice)

We may pass on your personal data in cases where we are required by law to pass on information or if we believe action is necessary for fraud, cyber crime or to protect the website, rights, personal safety of person/s.

If you are concerned about your data, you have the right, subject to the payment of a small fee to request access to personal data which may hold or process about you.

### **3. Patient Registration**

All Patients must be registered with the Clinic prior to the first appointment and this forms the basis for the Patients' Agreement with the Clinic. Patient registration can be completed online (for online bookings), by telephone or in person at the Clinic. All Patient Registrations and appointments, including those made via this site, for children (a child being a person under the age of 18) must be made by a parent or guardian. All children must be chaperoned by an appropriate adult for all appointments.

### **4. Payments**

Payments of treatment fees for New Patient appointments booked online, via this Site, will be taken and processed at the time of booking. Payment methods accepted are by Visa or Mastercard credit or debit card and American Express credit card.

Payment for follow-up appointments will be taken at the Clinic, immediately after completion of the appointment. In clinic payment can be made by the above credit or debit cards or by cash.

### **5. Right to cancel**

Appointments booked online may be cancelled up to 24 hours prior to the appointment time and a full refund of treatment fees paid will be issued by the Clinic. Appointments cancelled within 24 hours of the appointment may be liable to a cancellation charge up to the full cost of the treatment.

Appointment cancellations should be made in person or by telephone to the clinic on 01609 783600, but can also be made by email to [easingwoldosteopaths@gmail.com](mailto:easingwoldosteopaths@gmail.com) or by letter to Easingwold Osteopaths, Commercial Cottage, Market Place, Easingwold, York, YO61 3AN

Cancellations in writing will be deemed to have been received 24 hours after the sending of an email or 3 days following the postal date of a letter.

### **6. Conclusion**

These terms are governed by English law. Any agreement for the purchase of services via this site and any dispute or claim arising out of or in connection with any such agreement will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident in Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident in Scotland you may also bring proceedings in Scotland.