

# James Rind Physiotherapy

## Terms & Conditions

Effective date: 1<sup>st</sup> May 2026

Business name: James Rind t/a James Rind Physiotherapy

Website: [www.jrphysiotherapy.com](http://www.jrphysiotherapy.com)

Contact email: [office@jrphysiotherapy.com](mailto:office@jrphysiotherapy.com)

Contact address: 4<sup>th</sup> Floor, Portland House, 113-116 Bute Street, Cardiff Bay, Cardiff CF10 5EQ

### 1. About these Terms

These Terms & Conditions govern your use of the website [www.jrphysiotherapy.com](http://www.jrphysiotherapy.com) and any services, content, information or resources made available through it by James Rind Physiotherapy.

By using this website, you agree to be bound by these Terms & Conditions. If you do not agree to them, please do not use the website.

If you purchase or enquire about a specific service, additional service-specific terms may also apply. Where that is the case, those additional terms will apply alongside these Terms & Conditions.

### 2. About James Rind Physiotherapy

James Rind Physiotherapy provides physiotherapy-related information, services and resources, including information about appointments, conditions treated, educational content and other related support services.

Nothing on this website creates a therapist-patient relationship unless and until a service has been formally booked and accepted.

### 3. Website Content

The content on this website is provided for general information only.

Although reasonable care is taken to keep information accurate and up to date, James Rind Physiotherapy does not guarantee that all website content is complete, current or free from errors or omissions.

Website content may be updated, amended or removed at any time without notice.

#### **4. No Medical Advice or Emergency Service**

Information on this website is not a substitute for individual medical advice, diagnosis or treatment.

Nothing on this website should be relied on as emergency, urgent or crisis advice.

If you have severe, worsening, unexplained or urgent symptoms, you should seek appropriate medical attention promptly.

#### **5. Booking and Services**

Any appointment, consultation, programme, class, course, group session or other paid service offered through the website is subject to availability and acceptance.

James Rind Physiotherapy reserves the right to refuse, reschedule or cancel bookings where reasonably necessary, including for clinical, operational or safety reasons.

Specific terms relating to appointments, cancellations, refunds, programmes or memberships may be set out on the relevant service page or purchase page and will form part of the agreement between you and James Rind Physiotherapy.

#### **6. Fees and Payment**

Fees for services will be stated on the website or otherwise communicated before purchase.

By purchasing a service, you agree to pay the stated fee and any applicable recurring charges if you are joining a subscription or membership-based service.

Payment terms, billing frequency, renewal terms and cancellation rights for specific services will be stated at the point of purchase or in service-specific terms where applicable.

#### **7. Cancellations and Refunds**

Cancellation and refund terms may vary depending on the service purchased.

Where specific cancellation or refund terms apply to a service, programme or membership, those terms will be clearly stated on the relevant page or purchase process.

Unless otherwise stated, fees for services already delivered are non-refundable.

Nothing in these Terms affects your statutory rights.

## **8. Use of the Website**

You agree to use this website only for lawful purposes.

You must not:

- use the website in any way that breaches applicable laws or regulations
- attempt to gain unauthorised access to the website or related systems
- introduce viruses, malware or other harmful material
- use the website to transmit spam or unsolicited communications
- copy, scrape, reproduce or exploit website content for commercial purposes without permission
- misuse contact forms, comment areas or any interactive feature

James Rind Physiotherapy reserves the right to restrict or block access to the website where misuse is suspected.

## **9. Intellectual Property**

Unless otherwise stated, all content on this website is owned by or licensed to James Rind Physiotherapy.

This includes, without limitation:

- text
- branding
- logos
- graphics
- downloadable resources
- written content
- videos
- images
- layout and design elements

You may view, download and print material from the website for your own personal, non-commercial use only.

You may not reproduce, distribute, modify, republish, sell, exploit or create derivative works from any website content without prior written permission.

## **10. Links to Other Websites**

This website may include links to third-party websites for convenience or reference.

James Rind Physiotherapy does not control and is not responsible for the content, availability, privacy practices or terms of third-party websites.

Including a link does not imply endorsement.

## **11. Privacy and Data Protection**

Any personal data collected through this website or in connection with services will be processed in accordance with the James Rind Physiotherapy Privacy Policy.

Please read the Privacy Policy carefully to understand how your personal information is collected, used and protected.

## **12. Limitation of Liability**

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

To the fullest extent permitted by law, James Rind Physiotherapy shall not be liable for any indirect or consequential loss arising from your use of, or inability to use, the website.

James Rind Physiotherapy is not responsible for any loss arising from:

- reliance on general website information
- interruptions to website availability
- viruses or harmful material beyond reasonable control
- errors, omissions or outdated content
- use of third-party websites linked from this website

You are responsible for ensuring that any information, service or resource available through the website is suitable for your needs before relying on it.

## **13. Website Availability**

James Rind Physiotherapy does not guarantee that the website will always be available, uninterrupted or free from technical issues.

Access may be suspended, withdrawn or restricted from time to time for maintenance, updates, security reasons or other operational reasons.

#### **14. Changes to these Terms**

James Rind Physiotherapy may update these Terms & Conditions from time to time.

Any updated version will be posted on this website with a revised effective date.

By continuing to use the website after changes are posted, you agree to the updated Terms.

#### **15. Complaints and Contact**

If you have any questions, concerns or complaints about the website or these Terms & Conditions, please contact:

James Rind Physiotherapy

Email: [office@jrphysiotherapy.com](mailto:office@jrphysiotherapy.com)

Website: [www.jrphysiotherapy.com](http://www.jrphysiotherapy.com)

#### **16. Governing Law**

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

Any disputes arising in connection with these Terms shall be subject to the jurisdiction of the courts of England and Wales, unless applicable consumer law allows otherwise.