

Booking Terms & Conditions

This document gives details of my terms and conditions of service. If, however, you have any queries or need clarification please do not hesitate to contact me.

Please be aware that any information provided through any part of the website is for information purposes only and does not constitute professional advice. No professional advice can be given without a clinical consultation.

Consent forms

At our initial meeting you will be required to sign a written consent form allowing me to assess and treat your baby. This form explains the potential benefits and risks of tongue tie division, and the aftercare I provide. The form must be signed before any assessment or treatment is carried out.

Fees

My appointments are made on a first come first served basis

Payment is required at the time of the appointment where care and treatment are provided

I do not accept payment by cheque. Payment may be made in cash, card or bank transfer

Late cancellation or missed appointment

I understand that some clients may travel long distances to get to a clinic, and in some cases being late for appointments is unavoidable. If you are more than 15 minutes late for a clinic appointment, please be aware that you may be asked to reschedule for another day. This will incur a £90 fee fully redeemable against the cost of any future appointment.

Personal details

It is very important that you give a full medical history, details of any medications you or your baby may be taking and share any information which may be influential to your baby's care.

Complaints policy

I always strive to give my clients the best care with the aim of providing a positive experience. Should you have reason to make a complaint about any aspects of my services I would appreciate you informing me in the first instance. I take complaints very seriously.

Complaints can be made in writing or via email through my website contact form. This can be made by the patient, parent or an authorised person on the client's behalf. Complaints should be clear so they can be dealt with efficiently.

Every complaint will receive written/email acknowledgement. I will endeavour to resolve the complaint within a quick and reasonable period of time. (usually around 2 weeks)

Data Protection Act

I store all patient personal details on a secure computer system in accordance with the data protection act. All clinical notes remain the property of Petra Traynor. Copies of notes can be made available on request.

By continuing to book an appointment you agree to my terms and conditions.