

Welcome

To Total Children's Therapy, Poole Road

We are delighted to welcome you to our clinic. When you come and see us, we like to do everything we can to ensure that everyone feels safe and comfortable.

- **Late cancellations** if an appointment is cancelled with less than 24 hours' notice your therapist reserves the right to charge 100% of the fee. If you do not attend an appointment (DNA) and we have not been notified, you will be charged 100% of the fee.
- If you or your child are **unwell, have a cough/colds/viral symptoms, or diarrhoea and vomiting within the last 48 hours** please let us know and we will re-arrange your appointment for you.
- There is plenty of **car parking**. If it looks busy when you arrive, please wait for a little bit, as the spaces turn around regularly. There is also 2 hours of free parking available in Clarendon Road just along from the clinic.
- If the blue door is not open, **please press the silver intercom button to the left of the blue door and someone will let you in**. Come in and up the stairs/left. Please be aware it is a VERY slow lift if you use it.
- Currently we have **'no siblings' policy for appointments**, unless special permission is given.
- **Both parents/main care givers may attend** appointments, if desired.
- On entering the building, **you will have the opportunity to wash your hands and/or use hand sanitiser**.
- You may be asked to sit briefly in **either of our waiting areas**.
- If you need to **cough or sneeze**, please use a tissue, dispose of it safely.
- Please **do not bring food into the rooms unless requested** - a water bottle with lid is allowed.
- Please do not use your **mobile phone** in the room.
- **If you wish to have a look at the clinic and what coming to see us with look like please have a look on our website**
- **There are toilet facilities** available.

We are really looking forward to seeing you and if you have any questions or concerns prior to your visit please do not hesitate to get in touch.