

Patient Fees and Funding Schedule 2026

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Applies to	Quayside Clinic and Elm Park Clinic

This is a synthetic document written for a software demonstration. Harbourline Physio, its staff, insurers, addresses and document numbers are invented.

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1. Purpose and application

- 1.1 This Schedule sets out the fees Harbourline Physio charges self-paying patients at the Quayside Clinic and the Elm Park Clinic from 1 January 2026.
- 1.2 Fees differ between the two clinics because room costs differ. The fee that applies is the fee of the clinic where the appointment takes place.
- 1.3 Where an insurer pays Harbourline directly, the rules in the Insurance and Third-Party Billing Terms (HP-FIN-002) apply in addition to this Schedule. Nothing in this Schedule changes what an insurer will pay.
- 1.4 Cancellation and missed-appointment charges are set out in the Cancellation, Late Arrival and Missed Appointment Policy (HP-POL-003), not in this Schedule.

2. Definitions

- 2.1 Self-pay means the patient pays Harbourline for the appointment, whether or not they later claim the money back from an insurer.
- 2.2 Session length means the time booked in the diary. It includes note-taking and the practitioner's handover, so hands-on or exercise time is shorter than the booked length.
- 2.3 Nearest clinic means whichever of the two clinics is the shorter distance by road from the patient's address, used for home-visit fees.
- 2.4 Concession means the percentage reduction described in section 5.

3. Standard fees

- 3.1 Table 1 lists the fee for each service, the booked session length and the fee at each clinic. A dash means the service is not offered at that clinic.

Table 1. Standard fees per session (GBP, self-pay, from 1 January 2026)

Service	Session length	Quayside	Elm Park
Initial assessment (physiotherapy)	60 minutes	£78	£72
Follow-up physiotherapy	30 minutes	£58	£54
Extended follow-up physiotherapy	45 minutes	£76	£70
Sports massage	30 minutes	£44	£40
Sports massage	60 minutes	£70	£64
Acupuncture	30 minutes	£52	Not offered
Clinical Pilates class (maximum 6 people)	45 minutes	Not offered	£16
Video follow-up (physiotherapy)	30 minutes	£44	£44

- 3.2 An initial assessment is required before any follow-up, sports massage, acupuncture or Pilates, unless the patient has been assessed by Harbourline in the previous 12 months for the same area.
- 3.3 A video follow-up is only available after an in-person initial assessment. An initial assessment is never carried out by video.
- 3.4 Clinical Pilates is taught at the Elm Park Clinic only. It is not offered at Quayside.

- 3.5** Acupuncture is offered at the Quayside Clinic only. It is not offered at Elm Park.
- 3.6** The fee for an extended follow-up applies when the practitioner agrees at the initial assessment that 45 minutes is clinically needed. Patients cannot be moved to a longer session on the day without the practitioner's agreement.

4. Packages

4.1 Two packages are available to self-paying patients. Table 2 shows the package prices.

Table 2. Package prices (GBP, self-pay only)

Package	What is included	Quayside	Elm Park
Rehab Block	6 follow-up physiotherapy sessions (30 minutes) for the price of 5	£290	£270
Massage Five	5 sports massage sessions (30 minutes) for the price of 4	£176	£160

- 4.2** A package is valid for 6 months from the date of purchase. Unused sessions after that date lapse and are not refunded.
- 4.3** A package is bought for one clinic and can only be used at that clinic.
- 4.4** Packages are for self-paying patients only. A session paid for by an insurer, or billed directly to an insurer, cannot be taken from a package.
- 4.5** Concessions in section 5 do not apply to packages. A package session that is cancelled with less than the notice required by HP-POL-003 is counted as used.

5. Concessions

- 5.1** A 10 percent reduction applies to follow-up physiotherapy, extended follow-up physiotherapy, sports massage and Clinical Pilates for patients who are aged 65 or over, are in full-time education and can show a valid student ID, or hold a Carer Card issued by Carrowby Council.
- 5.2** The concession does not apply to initial assessments, acupuncture, video follow-ups, packages, home-visit surcharges or any session billed to an insurer.
- 5.3** Only one concession can be applied to a session. Evidence of eligibility is checked at reception on the first visit and is recorded on the patient's account.

6. Home visits

- 6.1** Home visits are available for physiotherapy only (initial assessment, follow-up and extended follow-up). Sports massage, acupuncture and Pilates are not provided at the patient's home.
- 6.2** Home visits take place Monday to Friday between 09:00 and 15:00. They are not available at weekends or on bank holidays.
- 6.3** The fee for a home visit is the clinic fee for the same service at the patient's nearest clinic (Table 1) plus the distance surcharge in Table 3.

Table 3. Home-visit surcharge by distance band (GBP)

Band	Road distance from nearest clinic	Surcharge
Band A	Up to 3 miles	£18
Band B	Over 3 miles and up to 6 miles	£30
Band C	Over 6 miles and up to 10 miles	£45
Beyond Band C	Over 10 miles	Not offered

6.4 Distance is measured by road, from the nearest clinic to the patient's front door, using the route planner in the booking system. The band is confirmed when the visit is booked.

6.5 The surcharge is paid by the patient in every case. It is not billed to an insurer, even where the clinical fee of the visit is covered by the insurer's policy.

6.6 No concession applies to the surcharge.

7. Other charges

7.1 A surcharge of £10 per session applies to sessions at the Quayside Clinic on a bank holiday Monday, when the clinic opens with reduced hours. The surcharge is paid by the patient and is not billed to an insurer.

7.2 A short letter or fitness-to-work note costs £25 at either clinic. Letters are written by the treating practitioner and take up to 5 working days.

7.3 Harbourline does not provide medico-legal reports, and no fee is listed for them. Imaging (X-ray, MRI, ultrasound) is not provided by Harbourline and is not priced in this Schedule.

7.4 Harbourline does not sell gift vouchers or memberships.

8. Payment and receipts

8.1 Self-paying patients pay at the end of each appointment by debit or credit card. Cash is not accepted at either clinic.

8.2 A receipt is emailed on the day of the appointment. The receipt shows the practitioner's name and professional registration number, which most insurers ask for when a patient claims.

8.3 Packages are paid in full when bought.

8.4 Fees for a session that has been missed or cancelled late are invoiced separately and are due within 14 days.

9. Changes to this Schedule

9.1 Harbourline reviews this Schedule once a year. Any change takes effect on a published date and does not apply to sessions already booked more than 14 days before that date.

9.2 The version in force is the one shown on the cover. Earlier versions are kept by the Practice Manager.

10. Worked examples

10.1 These examples show how the fees in this Schedule combine. They are illustrations, not quotes.

Table 4. Worked examples (GBP, self-pay)

Situation	Calculation	Total
Follow-up at Elm Park, patient is a full-time student	£54 less 10 percent concession	£48.60
Follow-up home visit, patient lives 5 miles by road from Quayside	£58 clinic fee plus £30 Band B surcharge	£88
30-minute sports massage at Quayside on a bank holiday Monday that is not Easter Monday	£44 plus £10 bank holiday surcharge	£54
Rehab Block bought at Elm Park	5 follow-ups at £54 paid for, 6 received	£270
Initial assessment at Quayside, aged 70	No concession on initial assessments	£78

Table 5. Version history

Version	Effective	Change
1.0	1 January 2024	First issue
2.0	1 September 2025	Home-visit bands added; Pilates fee introduced
2.1	1 January 2026	2026 fees; Massage Five package added