



## General Terms and Conditions

- §1** The following terms and conditions (GTC) shall apply to all spoken, written, and electronic contracts with Outdoor Physio GbR.
- §2** All treatments and procedures are provided holistically. Meaning that the treatment or relief of injury or disease is accomplished as soon as possible.
- §3** (1) Outdoor Physio GbR has the right to employ freelancers for their performance, as long as they have the necessary qualifications.
- (2) The treating therapist provides his service towards the patient by applying his knowledge and skills about physiotherapy for consultation and the use of psychotherapeutic diagnostic and therapy.
- §4** The physiotherapeutic examination and treatment does under no circumstances correspond or replace medical diagnosis or treatment.
- §5** The patient has no right for his online booked treatments, until Outdoor Physio GbR hasn't got the full charge on its banking account. If there is no incoming payment within the given deadline, Outdoor Physio GbR will cancel those treatments to provide them to other patients.
- §6** In case of a cancellation of the event other single stages because of force majeure (for example bad weather) or other reasons, the patient has no right for refund of his already payed slots, when the treatments can't be executed anymore.

**§7** (1) If an appointment is cancelled, the entitlement to remuneration remains in subject to the regulation of section 2. In this case, treatments that have already been payed will not be refunded or replaced.

(2) The patient has the right to cancel his online booked appointments by sending an E-Mail to [info@outdoor-physio.de](mailto:info@outdoor-physio.de) without having to mention any reason. In case of a duly cancellation, the entitlement to remuneration will be reduced by the saved costs. Please note the following deadlines and fees for the cancelling process:

<u>Period before the event:</u>	<u>Remaining remuneration:</u>
until 8 weeks	7,50 € processing flat
until 4 weeks	50 % of the total amount
until 2 weeks	75 % of the total amount
from 2 weeks	100 % of the total amount

(3) The patient has the right to prove, that the saved costs are higher than the grading of section 2 shows.

**§8** (1) Prior every physiotherapeutic treatment a detailed consultation, a medical examination and an individual treatment schedule is conducted by a sectoral alternative practitioner for physiotherapy. This sectoral alternative practitioner for physiotherapy prescribes a treatment, which is conducted by physiotherapists of Outdoor Physio GbR or their freelancers. The costs for these treatments are based on the current price list, which is published on our homepage (<https://www.outdoor-physio.de/en/services>).

(2) In deviation from section 1, a treatment can also be initiated based on a private prescription for manual therapy, massage, "krankengymnastik" and manual lymph drainage. The prescription must be issued by a general practitioner or medical specialist licensed in Germany.

**§9** Severability clause: Should individual provisions of this contract be invalid or unenforceable or become invalid or unenforceable after conclusion of the contract, this shall not affect the validity of the remainder of the contract. The invalid or unenforceable provision shall be replaced by a valid and enforceable provision whose effects come as close as possible to the economic objective which the contracting parties pursued with the invalid or unenforceable provision. The above provisions shall apply accordingly in the event that the contract proves to be incomplete.