

## Terms & Conditions of Use



Before using [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) please read our Terms of Use set forth below.

### TERMS OF USE

By using [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) you agree to be bound by these Terms of Use.

HFM Wirral Ltd t/a HFM Wirral (we/us) reserve the right to revise these Terms of Use at any time without notice. If you revisit this site subsequent to a revision of the Terms of Use, you agree to be bound by any changes. If you find our Terms of Use to be unacceptable, do not use our website and immediately terminate your visit.

You use [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) at your own risk.

Whilst we strive to provide accurate information, the articles and images published on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) could include inaccuracies or errors. We encourage you to confirm, compare, study and examine the information on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) with other sources.

We reserve the right to modify the information contained on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) without notice. Whilst we endeavour to update the information on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) regularly, we make no commitment to update the information contained in this Web Site. The content on this website is published 'as is' without any kind of warranty, either expressed or implied.

The content on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) is not intended to be professional advice, treatment or diagnosis and must not be considered as a substitute for professional advice. Always seek the advice of your qualified general practitioner if you have any concern about your health, regularly consult with them and seek their advice.

We do not examine, determine or warrant the certification and/or licensing, competence or information of any professional or treatment facility listed in our directories. We rely on the professionals or the treatment facilities listed in our directories to provide accurate information and assume no responsibility for verifying the information provided.

Use of our directories to locate a practitioner or facility is wholly voluntary and, to the extent permitted by law, in no event will we or any of our agents be liable for damages to any user of our directories for the selection of a practitioner or facility or for the services provided by any practitioner or facility listed therein, or for any other loss or damage which may occur as a result thereof. We recommend that you check the certification and/or licensing of any practitioner or other health care provider with the applicable Membership Organisation or Governing Body.

[www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) contains links to other Web Sites which are completely independent of [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk). We make no representation or warranty as to the content or opinions contained in any such linked Web Site, and any link to another Web Site shall not in any manner be construed as an endorsement by us of that Web Site, or of the products or services described therein.

Users of [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) should not rely upon opinions expressed on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) when making decisions of any kind. Additionally, we do not endorse the opinions of third parties expressed on linked Web Sites.

Your confidential use of [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) cannot be guaranteed by us. We shall not be responsible for any harm that you or any person may suffer as a result of a breach of confidentiality in respect to your use of this site.

Under no circumstances will we, our Directors, our Employees, Business Product and Service Suppliers, Successors or Assigns be liable to any party for any loss for any use of [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk), or use of any linked website. The term 'Loss' includes without limitation, legal fees, lost profits or business interruption.

Content, including, design, of [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk), is proprietary to us or our providers and is protected by copyright laws. [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) is for your personal, non-commercial use. You may not reproduce, modify, copy, distribute, transmit, communicate, display, publish or use any material contained in [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) or our newsletters, advertisements or other marketing communications without our prior written permission or the permission of the relevant copyright owner. You may not use any of the information on [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) for commercial purposes.

You are invited to link to [www.hfmwirral.co.uk](http://www.hfmwirral.co.uk) provided you discontinue providing a link to this Site if instructed to do so by us.

Our Network of professional providers will have agreed to our terms of service and accreditation requirements as part of their membership being accepted by HFM Wirral.

**Continued on page 2**

## Disclaimer

HFM Wirral acts solely as an independent intermediary between clients and Practitioners, and other related product and service providers. Due to the Data Protection Act and the requirement for client confidentiality we cannot disclose client information without the client's agreement, but can provide information for the client to contact the provider direct.

HFM Wirral will endeavour to provide a choice of qualified insured professionals to a client from our database, but the choice of professional or treatment is solely at the discretion of the client.

It is the client's responsibility to ensure they provide the right information to help the therapist decide if they are able to provide suitable treatments for the client.

Once a client makes contact with a therapist or agrees treatment, any contact, treatment or participation between the therapist and client are solely down to the therapist and client.

HFM Wirral cannot be held responsible for any negligent actions on the therapist's or client's part.

In the event of a complaint, HFM Wirral may act as an intermediary to help resolve the complaint, and where necessary will work with the client should they wish to make a formal complaint to a member's regulatory body.

We expect all our professionals and therapists to understand the need for, and comply with, either statutory or self-regulation. Most professionals or therapists belong to a reputable association or treatment body, which will be working towards self-regulation and/or National Occupational Standards. The client has the right to ask our members their views on Regulation, before treatment commences. If the client is unsatisfied they should refuse treatment.

Our professionals/therapists will comply with our accreditation standards for each level of membership as displayed on our website and have certificates for each treatment they offer.

They will provide documentary evidence of qualifications, certificates and insurance as requested by the client.

They must have their certificate of insurance on display in a prominent position and have agreed to abide by their own association body's code of ethics.

They will offer a confidentiality agreement with you as a client, before treatments are offered.

They will not provide any health treatment without first taking a health assessment questionnaire, to include past treatments and preconditions.

They will follow a treatment procedure that helps clients measure, monitor and evaluate the treatment progress and effectiveness.

They will refer you, only with your permission back to HFM Wirral, your G.P. or suggest another professional for treatment, if they deem their treatment unsuitable for your condition or ailment.

They may, if appropriate, advise clients of self help measures to improve their health or condition.

They will not act in a malicious, derogatory or inappropriate manner, unbecoming their professional status that could reflect negatively on their professional body, and that of HFM Wirral, its partners and its other service/ product providers.

HFM Wirral employees, its agents and sub-contractors are not in a position to recommend any health related treatment or therapist, prior to a full health history being completed by a qualified therapist and a signed Agreement by the client and therapist that those details can be shared with other therapists or health providers.

Our Network of professional providers will have agreed to our terms of service and accreditation requirements as part of their membership being accepted by HFM Wirral.

These Terms of Use shall be governed by and construed in accordance with the laws of England as they apply to agreements made and solely performed therein. All disputes arising from these Terms of Use shall be exclusively subject to the jurisdiction of the Courts of England.