

# Budapest Musculoskeletal Private Clinic

## Use of Physiotherapy, Therapeutic Massage and Other Therapeutic Treatments

### *Terms of use for Treatment Packages*

**Translation notice.** This English version is provided for informational purposes only. The Hungarian original („Gyógytorna, gyógymasszázs és egyéb terápiás kezelések igénybevételének lehetőségei”) remains the sole legally binding text. In case of any discrepancy between the Hungarian and English versions, the Hungarian version prevails.

## 1. Definitions

**Service Provider (Szolgáltató):** BMM (Budapest Musculoskeletal Private Clinic / Budapesti Mozgásszervi Magánrendelő).

**Purchaser (Vásárló):** The person who purchases the Treatment Package.

**Patient (Páciens):** The person who uses the Treatment.

**Therapist (Terapeuta):** The qualified specialist who provides the Treatments at the BMM clinic.

**Treatments (Kezelések):** Physiotherapy and physical therapy modality services provided by BMM.

**Treatment unit (Kezelési egység):** The duration of a Treatment, which can be 25, 55 or 85 minutes.

**Session (Alkalom):** One stand-alone Treatment unit, or several combined Treatment units used together at the same time.

**Treatment Package (Bérlet):** Our Treatment Packages contain one or more Treatment units. When the Patient takes up the same Treatment multiple times, the Service Provider offers a discounted unit price, which is sold in the form of a Treatment Package containing multiple Treatment units. Our Treatment Packages are issued in the name of the Patient.

*For current prices and Treatment Package options, please see the [bmm.hu](http://bmm.hu) website or visit BMM's clinics.*

## 2. Sales, payment

### 2.1. Where you can purchase our Treatment Packages

- Budai Mozgásszervi Magánrendelő (Buda clinic): 1111 Budapest, Budafoki út 15.
- Pesti Mozgásszervi Magánrendelő (Pest clinic): 1133 Budapest, Pannónia út 70.
- Óbudai Mozgásszervi Magánrendelő (Óbuda clinic): 1037 Budapest, Bokor utca 17-21.

### 2.2. Payment methods accepted by the Service Provider

- Cash
- Bank card

- Health Fund card (egészségpénztári kártya)
- In case of cash or bank card payment, on request we issue an invoice payable from a Hungarian health fund (egészségpénztár).

### 3. Use of Treatments and Treatment Packages

#### 3.1. Treatments

To promote the Patient's recovery, the Therapist may recommend additional physical therapy modalities during the physiotherapy or therapeutic massage service. These physical therapy modalities may form part of certain physiotherapy or therapeutic massage services, while in other cases the Patient may use them for a separate fee. When recommending such modalities, the Therapist takes into account the contraindications, risk factors and age limits applicable to each modality.

The full list of Treatments provided by the Service Provider is available at our clinics and is published at <https://bmm.hu/kezelesek/>.

#### 3.2. Age

Treatments may be used independently only by Patients aged 18 or over. For Patients under 18, parental consent is required, in accordance with the applicable law in force at any given time.

The use of certain Treatments is subject to age restrictions; our Therapists provide further, personalised information on this.

#### 3.3. Assessment — medical history

At the first Treatment, an assessment is carried out by a qualified Therapist.

**The assessment consists of two parts:**

##### **(i) Completion of the assessment form and declarations**

Patients may use the Treatments provided by the Service Provider only after completing the prior assessment form, making the declarations confirmed by signature, and following the evaluation by the Therapist who will perform the Treatment. The document you complete and sign is evaluated by our Therapist. If the Therapist, based on the health information provided on the assessment form, considers that the Treatment in question is contraindicated, or considers any risk factor to be hazardous, the Therapist may decline to perform the Treatment. In such cases, the Service Provider will not charge a fee for the session concerned.

##### **(ii) Physical assessment**

For a comprehensive assessment, please bring with you any previous medical records related to your complaint (specialist opinion, X-ray images, MRI scans, other imaging results, etc.). Based on the assessment, our Therapist will draw up a personalised treatment plan for you.

During the physical assessment, we kindly ask Patients to be in their underwear, as the assessment requires examination of the whole body.

### 3.4. Assessment — duration

With the exception of the therapeutic massage service, the first session of every Treatment lasts 55 minutes.

A session counts as a first visit when the Patient has not yet used the service at all, or has not yet used a Treatment in respect of the affected body part.

If the purchased Treatment Package is denominated in 25-minute Treatment units, 2 Treatment units will be used at the first session (except for therapeutic massage).

Please bear this in mind in case of transfer of the Treatment Package.

### 3.5. Location

Treatment Packages purchased on the bmm.hu website or at the clinics listed in section 2.1 of this document can be used at the clinics listed in section 2.1.

### 3.6. Appointment booking

Use of any Treatment requires prior appointment booking. Appointments may be booked at our clinics in person, by phone, or on the bmm.hu website. The Service Provider can only offer appointments during opening hours.

If your Treatment Package is denominated in 25-minute Treatment units but you wish to use a 55-minute Treatment, please indicate this at the time of booking. The duration of a session cannot be extended during the Treatment.

We can only receive the Patient in whose name the appointment was booked. This rule cannot be waived even for family members.

### 3.7. Cancellation

A booked appointment may be cancelled up to 24 hours before the time of the service. If the appointment is not cancelled at all, or is cancelled within 24 hours of the appointment, the Service Provider is entitled to charge for the session concerned, or to deduct it from the Treatment Package, and the Patient is obliged to pay the fee to the Service Provider.

The Service Provider may cancel an appointment only for reasons qualifying as force majeure. In such case, the Service Provider notifies the Patient without delay and offers the opportunity to book a new appointment.

#### **Possible reasons for cancellation by the Service Provider:**

- Illness of the Therapist who is to perform the Treatment;
- Unforeseeable technical problem.

### **3.8. Lateness**

The Service Provider respects its Patients' time and does everything possible to deliver the Treatment at the agreed appointment time. For this reason, if the Patient is late, the duration of the Treatment is shortened by the length of the delay.

If the delay exceeds 10 minutes and is the fault of the Service Provider, the Service Provider offers the Patient a new appointment.

### **3.9. Validity period**

„Use” means the time of actually receiving the Treatment (not the time of the appointment booking). All Treatments purchased in advance must be used within the validity period stated in the price list in force at any given time. After the validity period, the Service Provider is not obliged to provide the Treatment. The Service Provider is not obliged to refund the price of unused sessions.

Extension of the validity period is possible only for reasons attributable to the Service Provider (e.g. prolonged illness of the Therapist). In such cases we uniformly extend the Treatment Package by 30 calendar days.

The individual Treatments are recommended at different intensities. The Therapist makes recommendations on this during the assessment.

We kindly ask our Patients to plan the pace of using their Treatment Package according to the above, taking the validity period into account.

### **3.10. Refund of the Treatment Package**

We cannot refund a Treatment Package either before or after the expiry date, and we cannot reimburse unused sessions.

### **3.11. Transferability**

Treatment Packages sold by the Service Provider may be transferred only where the Purchaser and/or Patient has purchased the Treatment Package in their own name, paying in cash or by bank card, and subject to the following conditions:

- Treatment Packages sold by the Service Provider may be transferred once before first use.
- Treatment Packages sold by the Service Provider may be transferred after first use against an administrative fee of HUF 5,000 gross. In such case, please bear in mind the use of the Treatment Package in connection with the assessment, as set out in section 3.4 of this document.

Pursuant to the above, the Purchaser and the Patient may be different persons. You can therefore purchase our Treatment Packages for someone else without difficulty — even as a gift.

Treatment Packages sold by the Service Provider that are paid for with a Health Fund card or purchased on a Health Fund invoice settled afterwards are not transferable.

### **3.12. Conversion of service units**

Our Treatments are provided in 25-, 55- or 85-minute Treatment units to Patients.

(i) If the Patient's Treatment Package is denominated in 25-minute Treatment units and they wish to use a 55- or 85-minute Treatment on one or more occasions (up to the number of sessions usable from the Package), it is possible to use 2 or 3 sessions at the same time — depending on the Treatment — thereby increasing the duration of the Treatment. For the reason set out in detail in section 3.8 of this document, extending the duration of the Treatment is only possible at the time of booking the appointment.

(ii) The Service Provider also offers conversion of 55-minute Treatment units of the Treatment Packages it sells into 25-minute Treatment units, against a one-off administrative fee of HUF 5,000 gross.

### 3.13. Conversion of Treatment type

A Treatment Package sold by the Service Provider can only be used for the Treatment shown on the Treatment Package; conversion into another type of Treatment is not possible. (For example, a physiotherapy Package cannot be converted into a therapeutic massage Package.)

### 3.14. Physiotherapy attire

Our physiotherapy-type Treatment can only be used with appropriate attire and equipment. Changing rooms are available at our clinics.

**Appropriate attire and equipment:** t-shirt, trousers and socks.

If the Patient's attire is not suitable for physiotherapy, the Therapist may decline to perform the Treatment. In such cases, the Service Provider is entitled to charge for the session concerned, and the Patient is obliged to pay the fee to the Service Provider. In the case of a Treatment Package purchased in advance, the Service Provider is entitled to consider the session for the booked time as used.

### 3.15. Mobile phone use

During our Treatments we focus exclusively on our Patient (you). Our experience shows that the use of a mobile phone — or even the phone ringing — negatively affects the work between the Patient and the Therapist and the quality of the service. We therefore kindly ask our Patients to refrain from using their mobile phone during the booked appointment, and to silence the phone if possible.

### 3.16. Image and sound recording

**Any recording of still or moving images, or of sound, within the premises of our clinics is strictly prohibited.**

<p><b>Issued: Budapest, 1 June 2022.</b> Budapest Musculoskeletal Private Clinic <a href="http://www.bmm.hu">www.bmm.hu</a></p>	<p><b>Contact</b> <a href="mailto:info@bmm.hu">info@bmm.hu</a></p>
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