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Statement of Purpose

Empower4U is a private company which provides rehabilitation and supported exercise groups for people with various conditions and health needs. We run face to face exercise sessions. Our aims include improving health and mental well-being, increasing and maintain physical activity with intensive inputs at an affordable price. The EMPOWER4U programme enables participants to improve their physical function, independence and confidence, while reducing their reliance on carers and family, enabling people to fulfil their social and family roles and to be able to enjoy activities that are individually meaningful.

The website

By using the Empower4U website, you agree to be bound by these Terms and Conditions, written in accordance with these Terms and Conditions, our Privacy Notice and any additional terms and conditions that may apply to specific sections of the website or services available through the website.

The reading of information on this website is of your own free will and if you do not accept the terms contained in this disclaimer, you should cease the use of this website. (Empower4U reserves the right to change any of these terms at any given time.)

All views that are expressed here represent only those made by Empower4U. Whatever opinion we may put across does not intend to harm, slander, or defame any company, individual, or thing.

We will not be held liable for libel nor will we be held to compensate you in any way whatsoever if you ever happen to suffer a loss/inconvenience/damage because of what we may have displayed or stated on our website. We will not be responsible for the actions of individuals who follow this resource site.

We are committed to providing up-to-date information, but can't make representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, or services. The website contains a large amount of data, and errors can occur in tracking changes – for example, changes in dates and times of events. We therefore do not accept any liability for error or omission with



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regards to content of the website. Should you find any inaccurate information on the website, please inform us and we shall correct it as soon as it is practicable to do so.

Intellectual and copyright policy

All photos and text used in this site are intellectual properties of Empower4U unless otherwise stated. Additionally, unless otherwise noted, we are also the legal copyright holder of the material on this website and it may not be used, reprinted, (partially) modified, or published without our permission, especially if it is for commercial use. If you would like to use any of the photos or text found in this website, please get in touch with us stating your intention and purpose for such.

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Comments on this website are the sole responsibility of their writers and they will take full responsibility, liability, and blame for any libel or proceedings that will result from their statement. We do not guarantee the accuracy, honesty and politeness of their comments. Though of course, we reserve the rights to edit or delete any comments submitted to this website without notice as they may deem to be spam or questionable spam, or that they include profanity, contain language or concepts that are offensive, attack a group or person individually, etc.

Our services

Our services are performed by qualified, registered and insured professionals who work within their defined scope of practice as dictated by their relevant UK governing body. Our assistants are experienced professionals regularly monitored and supervised by the qualified professionals. The focus of the service is agreed ahead of time between Empower4U and the participant.

Payment

Payment for sessions must be made in advance of the session. This can be in the form of bank transfer or card payment.



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Session cancellations

At Empower4U, we understand that sometimes life happens, and you may need to cancel or reschedule your physiotherapy session. To ensure that we can provide the best care to all our clients, we kindly ask that any cancellations or rescheduling requests be made at least **24 hours prior** to your scheduled appointment.

- Cancellations or rescheduling made **24 hours or more** before your appointment time will not incur any charge.
- Cancellations made **less than 24 hours** before your appointment, or failure to attend the session, will result in **the full session fee being charged**.

This policy allows us to manage our time effectively and accommodate other clients who may need treatment. We appreciate your understanding and cooperation.

Data protection

All data will be handled in accordance with the Data Protection Act 1988. Medical records are stored electronically on software specially designed for health and wellbeing professionals, and accessed only by authorised personnel.

Following participant consent, Empower4U may disclose relevant information regarding your presenting condition to appropriate health professionals, such as your GP. As a participant, you have the right to access information held about you. To obtain this information, or if you have any concerns about data protection at Empower4U please contact us directly. Whilst Empower4U makes every effort to ensure its internet infrastructure is secure, email can be unsafe and Empower4U can take no responsibility for transmitting data electronically.

Working with participants

Empower4U works with participants at its discretion and determines the suitability for those receiving its services and there may be circumstances where it is not appropriate for Empower4U to provide its services. Where Empower4U's services are not suitable, we endeavour to signpost people to services external to ours. It is at Empower4U's discretion to decline or stop treating a participant.

Liability

Empower4U accepts no responsibility or liability for any indirect, special or consequential loss or other damages howsoever caused or any liability arising from the services or treatment provided or made available to a user of Empower4U's services except in the case of personal injury or death caused solely by negligence of the business, its servants or agents. Empower4U will not be liable or be deemed to be in breach of this agreement by reason of any delay in performing or any failure to perform any obligations in relation to services if the delay or failure is due to any act of God.



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Referral services

With participant consent, Empower4U will share data with relevant referral services and third parties.