

# BEST LIFE

Physical Therapy and Sports Medicine



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*Empowering lives through compassion, teamwork, community and excellence.*

## **Terms of Service for** Best Life Physical Therapy and Sports Medicine

Welcome to Best Life Physical Therapy and Sports Medicine! By using our services, you agree to the following Terms of Service. Please read them carefully.

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### **1. Introduction**

These Terms of Service ("Terms") govern your use of services provided by Best Life Physical Therapy and Sports Medicine ("we," "our," "us"), a physical therapy clinic. By scheduling appointments, accessing our services, or communicating with us, you agree to comply with these Terms.

### **2. Appointment Scheduling & Cancellation**

- You may schedule appointments via our website, phone, or in person.
- Cancellations or reschedules must be made at least 24 hours in advance to avoid cancellation fees.

### **3. SMS and Communication Disclosure**

By providing your phone number, you consent to receive SMS (text message) communications from us. These messages may include, but are not limited to:

- Appointment reminders
- Treatment progress updates
- Payment and billing reminders
- Promotional offers or clinic announcements (only if you have opted in)

**Message Frequency:** The frequency of SMS messages depends on your interactions with our clinic, such as appointment confirmations and reminders.

**Message and Data Rates:** Standard message and data rates may apply depending on your mobile service provider.

**Opt-Out:** If you no longer wish to receive SMS communications from us, you may opt-out at any time by replying with "STOP" to any message, or by contacting our office directly at [insert contact number or email].

**Consent:** By entering your phone number, you explicitly consent to receive SMS communications from us, even if your number is registered on a Do Not Call list.

#### **4. Confidentiality & Privacy**

We respect your privacy and adhere to all applicable privacy laws, including HIPAA (Health Insurance Portability and Accountability Act). Your personal and health information will be kept confidential and will only be shared with your consent, except as required by law.

Consumer information is not shared with third-parties for marketing purposes

#### **5. Amendments to Terms**

We reserve the right to modify or update these Terms at any time. Any changes will be posted on our website and will be effective immediately upon posting.

#### **6. Accepting these Terms of Service**

By agreeing to these terms and conditions you agree to receive automated marketing and informational SMS text messages from Best Life Physical Therapy and Sports Medicine. These messages may include appointment reminders, payment reminders, and other information related to your account or services with us. The frequency of these messages will vary depending on the purpose but in no case will you receive more than 10 per month. You may opt out of these messages at any time by unsubscribing or informing us directly at 757-961-5888. Standard message and data rates may apply. You acknowledge that you have read and understood our Terms and Conditions and Privacy Policy.

**I allow Best Life Physical Therapy to contact me through text messages**

- Yes**
- No**

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**By accepting these Terms of Service, you acknowledge that you have read, understood, and agree to be bound by them.**

For any questions or concerns regarding these Terms, please contact us at: 757-961-5888