

Clinical OsteoSalvador Terms & Conditions

This document informs you of our payment and cancellation conditions, in order to ensure that we provide an excellent service to all our customers.

Last update: 02/01/2026

I. Payment and invoicing conditions

- a. Payment is made at the clinic reception before the appointment.
- b. Cash and Debit card payments are accepted.
- c. In some exceptions, payment can be made by bank transfer or MB WAY directly to the Doctor.
- d. If the payment is made by bank transfer or MB WAY, the client must send the proof to info@osteosalvador.pt or by message via WhatsApp.
- e. If the invoice with the insurance policy number is desired, the customer must mention it before sending it.
- f. The invoice will be sent by email within 48 hours of your query.

II. Health Insurance

- a. The Clinic does not have a direct agreement with any insurance company. However, you can request a prescription from your doctor and send it together with our invoice to your insurance company.
- b. The insurance policy number can be included on the invoice when mentioned before sending it.

III. Cancellation Policy

- a. Cancellation or rescheduling of appointments must be requested with a minimum notice of 24 hours before the scheduled appointment. Otherwise, the conditions outlined in points b), c), d), e) and f) below will apply:
- b. No penalties will be imposed for the first cancellation, rescheduling, or no-show that doesn't adhere to this 24-hour notice period.
- c. In the event of a second cancellation, change or missed appointment within a period of less than 24 hours, in order to be able to reschedule you will have to pay 100% of the cost of the next appointment.
- d. If the patient exceeds two absences, cancellations or changes, in order to reschedule they will have to pay 50% of the canceled appointment and 100% of the next appointment.
- e. If the cancellation period is not adhered to for an appointment that has been prepaid, it will be considered as completed. Otherwise, the prepaid amount will be credited for a period of 30 days.
- f. Clients who have purchased consultation packages are subject to the same rules as outlined in points b), c), and d). In this case, the consultations will be deducted directly from the package.

IV. Pricing and Conditions

- a. The initial Physiotherapy/Osteopathy session costs €60, and follow-up sessions cost €50; each session is individual.

- b. Upon the professional's recommendation, packs of 10 Physiotherapy sessions can be purchased for €390. The pack is valid for 2 months, is individual and non-transferable, and sessions should be scheduled twice a week to ensure treatment effectiveness. Sessions included in the pack can be held at the gym, a space that may be shared with other patients.
- c. Sports massage sessions cost €60; each session is individual.
- d. The initial consultation fee will be charged again after a 3-month period from the client's last appointment unless there is an exception due to the condition being treated coinciding with previous consultations. This criterion will be determined by the professional.
- e. Emergency appointments cost €65 for the first appointment and €60 for a follow-up appointment. Emergency appointments are those that are scheduled outside of the usual appointment times.

V. Complaints

- a. Clínica OsteoSalvador has a Complaints Book. Its treatment is processed in accordance with current legislation. (Decree-Law no. 156/2005, of September 15, as amended by Decree-Law no. 37/2007, of November 6).