

General rules and regulations of NeuroMove

1. **Insurance Information:** During your first intake, we will ask for your current insurance details. Please check the name of your supplementary insurance and the number of treatments covered. NeuroMove is not responsible for the reimbursement of your therapy. If a treatment is not covered by your health insurance, you will receive an invoice.
 2. **Canceling Appointments:** Unable to attend your appointment? Please cancel at least 24 hours before the scheduled date and time. Late cancellations will result in the treatment costs being charged to you.
 3. **Behavior:** Everyone (clients and staff) is expected to behave in accordance with generally accepted norms and values. NeuroMove reserves the right to remove individuals who exhibit inappropriate or offensive behavior.
 4. **Companions:** If you are accompanied by a family member or another companion, they may attend the treatment session in consultation with your therapist. If the therapist finds their presence disruptive, they have the right to ask the companion to leave the room.
 5. **Personal Belongings:** NeuroMove is not responsible for theft or damage to personal belongings, either within the building or on the premises. Please do not leave valuables in the waiting area or changing rooms.
 6. **Parking:** Please Park your car or bicycle in the designated areas. Only individuals with a valid disabled parking permit may use the disabled parking spaces. If needed, you can purchase a parking token at the NeuroMove reception desk.
 7. **Seating in the Waiting Area:** Are all seats in the waiting area occupied? We kindly ask you to give up your seat for the elderly or people with disabilities.
 8. **Emergencies:** In the event of an emergency, please follow the instructions of our staff or authorized authorities, such as the fire brigade or police.
 9. **Sports Attire:** For group training, please wear comfortable sports clothing and clean sports shoes.
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Code of conduct for healthcare providers

Our therapists adhere to a code of conduct that aligns with the standards of working in healthcare. In practice, this includes the following:

1. **Explanation of Therapy:** Before starting the treatment, the therapist will explain the procedure and outline the actions to be performed. If you have any objections, please indicate this immediately.
 2. **Personal Beliefs:** If there are factors, such as religious beliefs, that make certain treatments or actions undesirable, please inform us during the intake. The therapist will assess whether the therapy is appropriate or if an alternative solution can be found.
 3. **Preference for Therapist:** If you prefer not to be treated by a therapist of the opposite gender, you can let us know.
 4. **Presence of Third Parties:** If a third party (such as a colleague or intern) is present during your treatment, we will first ask for your consent.
 5. **Respectful Behavior:** Our therapists and staff will always treat clients with respect and will not behave in an unprofessional or inappropriate manner.
 6. **Feeling Unsafe:** If you feel unsafe or uncomfortable during treatment, the therapy can, in consultation with you, be transferred to another therapist or terminated.
 7. **Confidentiality:** All topics discussed with the therapist will be treated confidentially and will not be shared with third parties outside of Neuromove.
 8. **Complaints Procedure:** If you believe you have not been treated appropriately, you can report this through the applicable [complaints Procedure](#) within our practice.
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Do you have any questions? [Please contact us!](#)