

Terms and Conditions

Effective Date: September 29, 2026

Last Updated: September 29, 2026

Welcome to **p2ptherapy.org** (the “Website”), operated by **Point to Point Therapy** (“Point to Point Therapy,” “we,” “us,” or “our”).

These Terms and Conditions (“Terms”) govern your access to and use of our Website. By accessing or using the Website, you agree to these Terms. If you do not agree with these Terms, please do not use the Website.

These Terms apply to the Website and its content. They do not replace or modify any separate patient agreement, treatment agreement, consent form, Notice of Privacy Practices, financial policy, or other agreement that may apply to our physical therapy services.

1. About Point to Point Therapy

Point to Point Therapy provides concierge, in-home physical therapy services.

Our Website provides general information about our services and allows visitors to contact us, request information, and, where available, request or schedule appointments.

Information on the Website is provided for general informational purposes and is not a substitute for an evaluation or treatment by a qualified physical therapist or other healthcare professional.

2. No Medical Advice

The information provided on this Website is intended for general educational and informational purposes only.

Nothing on this Website should be interpreted as:

- Medical advice
- Physical therapy treatment
- A diagnosis
- A treatment recommendation
- An individualized exercise program
- A substitute for evaluation by a qualified healthcare professional

- A guarantee regarding the outcome of treatment

Every individual's medical and physical condition is different. Treatment decisions should be made based on an appropriate evaluation and consultation with a qualified healthcare professional.

Do not rely on information contained on this Website to diagnose or treat an injury, illness, pain, or other medical condition.

3. Emergencies

The Website is not an emergency medical service.

If you are experiencing a medical emergency, severe injury, sudden neurological symptoms, chest pain, difficulty breathing, loss of consciousness, or another potentially life-threatening condition, call **911** or seek immediate emergency medical care.

Do not use a Website contact form, email, or appointment request to seek emergency medical assistance.

4. No Provider-Patient Relationship Through Website Use

Accessing the Website, reading its content, submitting a contact form, sending an email, requesting an appointment, or communicating with Point to Point Therapy through the Website does not by itself establish a physical therapist-patient relationship.

A provider-patient relationship is established only when Point to Point Therapy and the individual agree to provide services in accordance with applicable law and our applicable patient and treatment procedures.

Submitting an appointment request does not guarantee that an appointment will be accepted or that Point to Point Therapy will provide services.

5. Appointment Requests

Certain portions of the Website may allow you to request information or an appointment.

An appointment request is not confirmation of an appointment unless Point to Point Therapy expressly confirms the appointment.

We may contact you to:

- Confirm appointment availability
- Obtain additional information
- Discuss the requested services

- Verify scheduling information
- Confirm the treatment location
- Discuss payment or insurance matters
- Determine whether our services are appropriate for your needs

We reserve the right to decline a request for services when permitted by law.

6. Concierge and In-Home Services

Point to Point Therapy provides services at patients' homes and other appropriate treatment locations.

Patients are responsible for providing accurate information concerning the treatment location and any relevant access or safety considerations.

You should notify Point to Point Therapy in advance of circumstances that may affect the safety or accessibility of an in-home visit, including:

- Pets
- Construction or hazardous conditions
- Unsafe access conditions
- Mobility or accessibility concerns
- Other individuals who may be present
- Building access restrictions
- Parking or entry restrictions

We may postpone, reschedule, or modify a visit when conditions present a safety concern for the patient, therapist, or other individuals.

7. Accuracy of Information

You agree to provide accurate, current, and complete information when communicating with Point to Point Therapy through the Website.

This may include:

- Name
- Contact information

- Treatment address
- Relevant scheduling information
- Insurance information, where applicable
- Other information reasonably necessary to respond to your request

You are responsible for notifying us if information you provide changes.

8. Website Communications

The Website may provide contact forms, appointment-request forms, email links, telephone links, or other communication methods.

We cannot guarantee that communications submitted through the Internet will be received immediately or remain completely confidential while being transmitted.

Please do not submit highly sensitive medical information, Social Security numbers, financial account information, or other confidential information through a general Website form unless the form specifically indicates that it is secure and intended for that information.

For information concerning our handling of personal and health information, please review our Privacy Policy and Notice of Privacy Practices.

9. Patient Privacy

Point to Point Therapy takes patient privacy seriously.

Information concerning patients and their treatment may be protected under federal and state healthcare privacy laws, including HIPAA where applicable.

Our privacy practices are described in our:

- **Privacy Policy**
- **Notice of Privacy Practices**

These documents govern the handling of personal information and protected health information as applicable.

10. Fees, Payment, and Insurance

Information about fees, payment arrangements, insurance participation, or reimbursement may be provided separately from the Website.

Unless expressly stated otherwise:

- An insurance plan's coverage does not guarantee payment.
- Patients may be responsible for amounts not paid by their insurance plan.
- Insurance benefits and eligibility are determined by the applicable insurance plan.
- Patients are responsible for understanding their insurance benefits and financial obligations.
- Point to Point Therapy may require payment or other financial arrangements before or at the time services are provided.

Any separate financial policy or patient agreement provided by Point to Point Therapy will govern applicable payment obligations.

11. Website Content

The content of this Website may include:

- Text
- Photographs
- Graphics
- Videos
- Educational materials
- Exercise or mobility information
- Descriptions of services
- Logos
- Trademarks
- Other materials

We make reasonable efforts to keep Website content accurate and current, but we do not guarantee that all information is complete, current, or error-free.

We may modify, update, or remove Website content at any time without notice.

12. Educational and Exercise Information

Any exercise, mobility, stretching, strengthening, injury-prevention, or rehabilitation information presented on the Website is general educational information.

An exercise or activity that is appropriate for one individual may be inappropriate or unsafe for another.

Do not begin a new exercise or rehabilitation program based solely on information found on this Website without determining whether it is appropriate for your individual circumstances.

Stop an activity if you experience significant pain, dizziness, shortness of breath, weakness, or other concerning symptoms and seek appropriate medical advice.

13. Third-Party Websites and Services

The Website may contain links to third-party websites, platforms, applications, or services.

These links may be provided for convenience or informational purposes.

Point to Point Therapy does not control third-party websites and is not responsible for:

- Their content
- Their availability
- Their privacy practices
- Their security
- Their accuracy
- Their terms and conditions

Your use of third-party websites is governed by the terms and policies of those third parties.

14. Intellectual Property

Unless otherwise indicated, the Website and its contents are owned by or licensed to Point to Point Therapy and are protected by applicable intellectual-property laws.

This includes, as applicable:

- Website design
- Logos
- Branding
- Text
- Graphics

- Photographs
- Videos
- Original educational materials
- Other content

You may view and use the Website for your personal, non-commercial purposes.

You may not, without our prior written permission:

- Copy substantial portions of the Website
- Reproduce Website content for commercial purposes
- Modify or create derivative works from our original content
- Distribute our proprietary content
- Use our trademarks or branding
- Represent our content as your own

Nothing in these Terms transfers ownership of our intellectual property to you.

15. Prohibited Uses

You agree not to use the Website to:

- Violate applicable laws or regulations
- Attempt to gain unauthorized access to our systems
- Interfere with Website functionality or security
- Introduce malicious code, viruses, or other harmful material
- Scrape or systematically collect Website content without permission
- Impersonate Point to Point Therapy or another person
- Submit knowingly false or misleading information
- Use the Website for fraudulent or unlawful purposes
- Attempt to interfere with another person's use of the Website

16. Availability of the Website

We do not guarantee that the Website will always be available, uninterrupted, secure, or error-free.

The Website may occasionally be unavailable because of:

- Maintenance
- Technical problems
- Updates
- Security incidents
- Internet or hosting issues
- Circumstances outside our reasonable control

We may modify, suspend, or discontinue any portion of the Website at any time.

17. Disclaimer of Warranties

To the fullest extent permitted by applicable law, the Website and its content are provided on an “as is” and “as available” basis.

Point to Point Therapy does not warrant that:

- The Website will always be available
- The Website will be error-free
- Website content will always be complete or current
- Information obtained through the Website will be accurate for every individual
- The Website will meet every user's particular needs
- The Website will be free from viruses or other harmful components

Nothing in these Terms limits rights or protections that cannot legally be waived.

18. Limitation of Liability

To the fullest extent permitted by applicable law, Point to Point Therapy and its owners, employees, contractors, agents, and service providers will not be liable for indirect, incidental, consequential, special, or punitive damages arising from or relating to your use of the Website.

This limitation applies to claims arising from, among other things:

- Your use of or inability to use the Website
- Reliance on Website content
- Website interruptions
- Third-party websites or services
- Unauthorized access to information resulting from circumstances outside our reasonable control

Nothing in these Terms is intended to exclude or limit liability that cannot legally be excluded or limited under applicable law.

These Terms do not limit any rights or remedies you may have under applicable healthcare laws or agreements governing the provision of professional services.

19. Indemnification

To the extent permitted by applicable law, you agree to be responsible for losses or expenses resulting from your intentional or unlawful misuse of the Website or violation of these Terms.

This provision does not require you to indemnify Point to Point Therapy for circumstances where such an obligation is prohibited by applicable law.

20. Governing Law

These Terms will be governed by the laws of the Commonwealth of Virginia, without regard to its conflict-of-law principles, except to the extent federal law or another applicable law requires otherwise.

Any dispute concerning these Terms will be handled in a court or other forum with appropriate jurisdiction, subject to any mandatory rights or procedures provided by applicable law.

21. Changes to These Terms

We may update these Terms from time to time.

When we make changes, we will update the “Last Updated” date at the top of this page.

Your continued use of the Website after updated Terms are posted constitutes acceptance of the updated Terms to the extent permitted by applicable law.

22. Severability

If any provision of these Terms is determined to be unlawful, invalid, or unenforceable, that provision will be enforced to the maximum extent permitted by law, and the remaining provisions will remain in effect.

23. Entire Agreement

These Terms govern your use of the Website unless a separate written agreement applies to a particular service or transaction.

For patients, these Terms do not replace any patient-specific documents, treatment agreements, consent forms, financial policies, privacy notices, or other agreements governing the provision of physical therapy services.

24. Contact Us

If you have questions regarding these Terms or the Website, please contact:

Point to Point Therapy

Website: p2ptherapy.org

Email: Josh-StallingsDPT@p2ptherapy.org

Phone: **540 677 7580 / ext 800**

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