



## Terms and Conditions

1. I understand that the vet consent form must be completed and signed by all parties and be sent back to the therapist prior to the day of treatment.
2. I understand that if the vet consent form is not fully completed and received before the time of treatment, treatment of said patient(s) will not be carried out and full payment will be required as per the cancellation policy.
3. I understand that my vet may be contacted for additional information on both medical and behavioural history.
4. I agree for information following treatment(s) to be shared with the vet stated on the consent form.
5. I understand that the patient(s) will be referred back to the vet if an undiagnosed injury or lameness is present at time of the appointment and full payment for the appointment will be required.
6. I understand that payment for each appointment is required either prior to or on the day of.
7. I understand that any appointment cancelled with less than 24 hours' notice will be charged at full price.
8. I understand that length of appointments may vary depending on the treatment(s) needed.
9. I understand that I or a nominated person by me will need to be present throughout the treatment time.
10. I understand that the patient(s) should be clean and dry in order for an effective treatment to be carried out.
11. I understand that any damage to equipment borrowed for home use will incur a cost dependant on the type of equipment and extent of damage.
12. I understand that if the location of my appointment is not within a 20 mile radius of LU7 4QU then a travel cost may incur and will be arranged prior to the appointment.
13. I give permission for photos of my animal(s) to be used for marketing purposes.
14. If your pet becomes ill or unwell prior to the treatment, physiotherapy may not be appropriate at that time. In this situation please contact me as soon as possible to discuss if treatment is appropriate or if the visit needs to be rearranged.
15. All animals being treated should have up to date vaccinations, suitable for the animal in question.
16. I understand that it will be of the best efforts for the therapist to arrive on time to each appointment however this may not be possible on occasions due to factors out of the therapists' control. Full treatment will still be provided.

## Cancellation Policy

1. Vet consent forms must be completed and signed by all parties and either be sent back to the therapist prior to or be present on the day of treatment.
2. If the vet consent form is not fully completed and present at the time of treatment, treatment of said patient(s) will not be carried out and full payment will be required.
3. Any appointment cancelled with less than 24 hours' notice or an owner/ a persons nominated by said owner are not present at time of treatment will be charged at full price.
4. Any patient with an undiagnosed injury or lameness at time of the appointment will be referred back to the vet and full price will be charged.

5. Any animal deemed unsafe to treat by the therapist will result in treatment to be ceased and full price will be charged.

### **Health and Safety Policy**

1. Only animals with a fully completed vet consent form will be treated.
2. Any undiagnosed injuries, illnesses or lameness will not be treated.
3. Only diagnosed and stated injuries, illnesses, lameness by your vet will be treated.
4. Any equipment used will be cleaned at the end of each session before coming into contact with the next patient.
5. Any animal deemed unsafe to treat by the therapist will result in treatment to be ceased and full price will be charged.
6. If a patient(s) is suspected of having an infectious disease treatment will be ceased and the therapist will change all clothing and equipment before meeting with the next client.
7. If your pet has come into contact with an infected animal or has been diagnosed with an infectious disease this must be disclosed to the therapist prior to treatment and they have the right to refuse treatment.
8. All personal hygiene procedures will be adhered to by the therapist.

### **Privacy Policy**

1. No contact details or personal data are shared to any 3<sup>rd</sup> parties and are stored securely.
2. No payment details are stored or visible.
3. You reserve the right to request to have your personal data deleted at any time.