

Terms and Conditions

By confirming your appointment, you are agreeing to our Terms of Service stated below:

- I. We require a completed 'Veterinary Referral Form'. According to The Veterinary Surgeons (Exemptions) Order 2015, an animal therapist/hydrotherapist can only treat animals by veterinary referral.
- II. Whilst every care is taken during treatments, all dogs undergoing physiotherapy and hydrotherapy do so entirely at their owner's risk.
- III. Our therapists reserve the right to offer treatment for your dog as they see fit and will choose the most suitable methods/techniques during physiotherapy and hydrotherapy. Whilst we understand that owners may have opinions and preferences on treatments used, we ask you respect our therapists and that their decision is final.
- IV. All dogs must be fully vaccinated. If your dog is NOT vaccinated, then you must make our therapists aware on the first treatment. By signing the consent form you will be agreeing to the following statement: 'I confirm I have been advised that due to the level of
- V. patients undergoing treatment at this therapy centre, my unvaccinated dog is at risk particularly from Parvovirus, Leptospirosis, Distemper and Hepatitis/adeno virus. I accept that whilst every effort is made to maintain good hygiene this centre cannot be held responsible if for any reason my dog contracts any such virus or disease. I the owner, give my consent for my dog to start treatment with immediate effect.
- VI. Please do not complete vigorous exercise before or after your appointment. Your dog may also require reduced exercise the day after your treatment and please monitor your dog in this time.
- VII. Many insurance companies will reimburse costs for veterinary physiotherapy/hydrotherapy; however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments. Sessions must be paid for in full and then claimed back from your insurer.
- VIII. A full 24-hour cancellation notice is required, or you are liable to pay the full treatment price. Missed appointments must be paid in full.
 - i. Adverse weather conditions – a full 24-hour cancellation notice is still required, or you are liable to pay the full treatment price.
- IX. We reserve the right to cancel or reschedule any appointment with no notice however,

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every effort will be made to provide notice where possible.

- X. You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.

- XI. We reserve the right to refuse treatment or to refer the animal back to the vets if the veterinary physiotherapist/hydrotherapist deems it necessary.

- XII. We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our centre. If you would prefer not to have photographs/video taken of your pet for any reason, please notify us when you arrive for your appointment.

- XIII. We comply by the Data Protection Act 2018 regarding holding and using your data. Data will only be shared with your veterinarian and other paraprofessionals with your consent.

