



Terms and Conditions

1. Veterinary Physiotherapists must have a veterinary referral before treating your animal, under the Veterinary Surgeons Act 1966. Therefore, all clients must have a referral from their veterinarian before physiotherapy treatment, however this can be obtained by me contacting your vets directly.
2. Privacy policy (see separate privacy policy document for more details), personal data is stored and used following the GDPR.
3. Cancellations must be made 24 hours in advance, otherwise a small cancellation fee will be charged. However, if your animal has been diagnosed with an illness or contagious disease, then rescheduling can be done with no extra charge.
4. I have the right to refuse physiotherapy treatment of your animal if the animal requires veterinary treatment prior to receiving physiotherapy, or if the animal is considered a danger to the physiotherapist.
5. Payment must be made by cash on the appointment, or bank transfer within 7 days of the appointment. If it is late then late payment charges may be added.
6. If you are claiming your physiotherapy treatments off of your insurance, I can fill in the insurance forms if you provide them. I will send the forms to your insurance company and they will reimburse you for the cost of the physiotherapy session.
7. For equine clients, please ensure your horse is dry and mud free with picked out hooves prior to me arriving to the appointment.
8. For canine clients, please ensure your dog is mud free prior to the appointment, and there is a clear area in your home that your dog can be treatment whilst lying down.