

Companion Vet Physiotherapy Terms and Conditions

Veterinary Consent

Veterinary Physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966 and Veterinary Exemptions Order 2015. Therefore, all clients **MUST** have a referral from their veterinary surgeon / practice before physiotherapy treatment can start. If your animal has not directly been referred to us by your vet, we will need to contact your veterinary practice to acquire consent prior to your appointment. Please note your veterinary practice may get in touch with you to gain your consent also.

Payments

We accept card payments, cash payments and bank transfers as acceptance of payment for treatment. Payment is required in full at the time of consultation. Failure to do so may incur late payment fees. Our treatment costs can be found on our website.

Insurance

If you would like to claim for physiotherapy treatment from your pet insurance company, please check with your insurance provider first to ensure they will cover physiotherapy. You will still need to pay for treatments up front.

Cancellations

This must be made at least 24 hours prior to the appointment to avoid charges. The client will be liable to pay £15 if cancellation is made under 24 hours prior to their appointment. If cancellations or no-shows become a regular occurrence per customer, then treatment may be refused.

Privacy Policy

All client details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the NAVP Code of Conduct. Companion Vet Physiotherapy also complies with the General Data Protection Regulation (GDPR). Client personal details (name, address, contact details) are stored on secure storage devices while you are a client of Companion Vet Physiotherapy. Your details are only used for arranging veterinary referrals, for Companion Vet Physiotherapy to communicate with you about your pets' appointments, to communicate with you or your vet about your dogs' therapy, and to complete any required insurance claim forms.

I agree to these terms and conditions:

Name, Signature and Date

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