

## Terms and conditions

1. In accordance with the Veterinary Surgeons Act 1966, veterinary physiotherapists are required to treat under a referral via a veterinary surgeon. All clients MUST have the referral form filled out via their veterinary surgeon and if your animal has not been directly referred to me for treatment from your veterinary surgeon then I will be in contact prior to your appointment to get their referral form completed.

## Cancellation

1. Any cancellations must be made 24 hours prior to the appointment to incur no charges. Cancellations made less than 24 hours before the appointment incur a 50% charge. In case of an emergency cancellation, depending on the severity, less than 24 hours prior to the appointment, the charges may be waived but this is at the discretion of MV Vet Physio, and the appointment must be rescheduled.

## Payment

1. If claiming for veterinary physiotherapy treatment through your insurance company, you must have confirmation from the insurer that they will cover the cost of all physiotherapy sessions required. You will be required to pay for the cost of the physiotherapy session up front and I will then send off the claims for to the insurance company on your behalf. The insurance company will then reimburse you the cost of physiotherapy treatments.
2. Charges are based on the species, type of treatment and distance travelled (if mobile appointment). BACS is the preferred method of payment, but cash will be accepted. Payments must be made within 24 hours of treatment unless agreed otherwise. Any payments made after 24 hours will be charged additional fees.
3. Any offers advertised on the website, social media, or other methods of advertised by MV Vet Physio, must be discussed at the time of booking, and can be withdrawn at any time at the discretion of MV Vet Physio.
4. Fuel charge for mobile bookings is dependent on location and within a 10-mile radius from RH10 4PX is free. This will be calculated upon booking.

## Your obligations

1. By signing the declaration form at your first appointment, you agree that you are the legal owner of the animal referred for treatment and all information provided is correct.
2. Whilst all care is taken by a qualified veterinary physiotherapist, you understand that treatment is undertaken at the owner's risk.
3. You allow the physiotherapist access to your property during treatment and ensure the working area is safe with the animal fully prepared for treatment.

4. You take full responsibility in declaring and warning the physiotherapist against dangerous or harmful behaviours which may be elicited by the animal in question.
5. You agree to pay all charges outlined in the payment terms.
6. EQUINE- Where possible, please present your horse with mud brushed off and their hooves picked out. If required, your tack must be available for use.
7. CANINE- Please have a lead available with any equipment they require for being walked and ensure a clear area of the floor is provided for treatment.

### **Our obligations to you**

1. You will be kept updated by MV Vet Physio on the treatment provided and the progress made, and a full report will be submitted to the referring veterinary surgeon following the initial appointment and at regular intervals during the sessions.
2. To abide by the National Association of Veterinary Professionals (NAVVP).
3. To ensure professional business insurance and membership to NAVVP is up to date and valid.
4. To employ reasonable health and safety measures regarding the animal being treated and any members of the public or staff within the premises.

### **Privacy Policy**

1. The personal data collected on the referral form will be kept strictly confidential between members of staff at MV Vet Physio. The data is kept to all identification of clients.
2. Any paper documents will be stored in a file box, locked with a padlock and a number code which Madeleine (manager of MV Vet Physio) will be the only one with access too.
3. Any electronic records will be stored in a password protected file on a password protected computer which Madeleine (manager of MV Vet Physio) will be the only one with access too.
4. All data will be stored for a minimum of 7 years (even following the passing of the animal) for insurance purposes.
5. Information will only be shared with your referring veterinary professional, your insurance company (if claiming through insurance), and other veterinary professionals involved in their care, but you will be informed of this before data is shared.

By confirming your physiotherapy appointment, you agree to all the terms and conditions stated above.