

TERMS AND CONDITIONS OF TREATMENT BY WORCESTER VET PHYSIO

1. In agreeing to these terms and conditions, you confirm that you are the legal owner/loaner of the animal receiving treatment and that all the information you have provided is correct.
2. All animals will only be seen with the prior knowledge and consent of their veterinary surgeon as per the Veterinary Surgeon's Act 1996 and The Veterinary Surgery (Exemptions) Order 2015. Any physiotherapy assessment and/or treatment of your animal may be discussed with your veterinary surgeon if required, and Worcester Vet Physio may refer an animal back to their veterinary surgeon for further investigation if deemed necessary at any stage in the interest of animal welfare, before continuing with veterinary physiotherapy treatment.
3. An exemption to the rule above is if the treatment is for maintenance care only, as found in chapter 19 of the supporting guidance to the Code of Professional Conduct. The animal must still be registered with a veterinary surgeon, and at the first sign there may be any underlying injury, disease, or pathology, these concerns will be disclosed to your veterinary surgeon.
4. Worcester Vet Physio reserves the right to refuse treatment of an animal if it is deemed inappropriate or unsafe. Such circumstances may include the presence of an undiagnosed condition or lameness which needs referral back to the veterinary surgeon, infectious or contagious diseases, or other health or behavioural concerns.
5. There must be a competent handler on-site in order to ensure the safety of the physiotherapist, animal, and handler.
6. Whilst every care is taken to ensure the health and wellbeing of the animal undergoing treatment, all animals receive treatment at your own risk.
7. You are responsible for informing Worcester Vet Physio against any potentially dangerous or harmful behaviours which may be elicited by the animal.
8. Payment is required on the day by cash/cheque/card, or within 7 days by direct bank transfer. These payment terms still apply when treatment forms part of an insurance claim; receipts will be issued to for you to later submit to your insurance company and it is your responsibility to organise any claims.
9. Cancellations within 48 hours of the appointment will incur fees of 50% of the appointment cost. Cancellations within 24 hours of the appointment and/or missed appointments will incur fees of 100% of the treatment cost. This is to ensure that time is never wasted, and another animal may be able to benefit from the appointment space. Exceptional circumstances will be taken into consideration when charges are applied, at the discretion of Worcester Vet Physio. If your animal has an infectious or contagious disease you must reschedule your appointment and you will not incur a charge in this situation. Following repeat cancellations, Worcester Vet Physio reserves the right to request full payment of appointment fees and any applicable prior cancellation charges in advance when re-booking.

10. Every effort has been made to ensure the information in this website is accurate, Worcester Vet Physio will not be held responsible for any inaccuracies. All text and images cannot be reproduced without prior permission.
11. In holding and using data about you, Worcester Vet Physio complies with the provisions of the General Data Protection Regulation and the Data Protection Act 2018. The personal data Worcester Vet Physio collects about you will include data relating to your name, address, and contact details, and the health/medical history of your animal. This data is collected in order to identify and contact individual clients and to keep treatment records. All data will be stored securely and kept for up to seven years. Paper records will be stored securely in locked storage and electronic records will be stored on an external hard drive, locked securely when not in use, and/or a password protected electronic device. You have the right to request access to your data, and request corrections or deletion at any time. Information will only be shared with your animal's veterinary surgeon, insurance company, or other paraprofessional involved in their care for the purposes of keeping them informed of findings and progress with physiotherapy.
12. Where possible, please present your animal dry with mud brushed off, and ensure you have appropriate tack and your own appropriate personal protective equipment for the purposes of dynamic assessment, as well as a suitable, safe treatment area.
13. You will be fully informed of any excess travel costs outside of the 15-mile catchment area around WR3. If you are located outside of this 15-mile catchment area you will incur a 60p per additional mile charge. This mileage is calculated by the distance of the fastest route from WR3 to your location.
14. A discount is offered for group bookings of two or more animals treated at the same visit, and there will be no additional travel costs applied.
15. Any promotional offers must be discussed at the time of booking the appointment, after this time the offer is void.

I UNDERSTAND AND ACCEPT THESE TERMS AND CONDITIONS:

..... PRINT NAME DATE

..... SIGNATURE