



07476820808

admin@vaultphysiotherapy.com

www.vaultphysiotherapy.com

Animal Physiotherapy Terms and Conditions

To ensure high standards of treatment the physiotherapist will:

- Explain to you how physiotherapy can help your animal, including the benefits and risks associated with treatment
- Undertake an assessment prior to commencing any treatment and explain the results of this assessment to you
- Explain the treatment to be provided during each session
- Your pet's information will be stored under GDPR guidelines (Data protection Act 2018)
- If Physiotherapy is needed for an injury or a condition currently under veterinary care, consent will be required by the registered veterinary practice prior to physiotherapy commencing
- 'I (**owner**) understand Vault Physiotherapy cannot accept any responsibility for undiagnosed conditions or unexpected complications that may become apparent during treatment'
- 'I (**owner**) understand Vault Physiotherapy cannot accept any responsibility for injuries to myself whilst at appointments in clinic'
- 'I (**owner**) allow Vault Physiotherapy to have access to my pet's clinical history and other information from my veterinarian if required'
- 'I (**owner**) am liable to pay within 24hours of the appointment including any insurance claims
- 'I (**owner**) take responsibility of checking my pet has the correct insurance cover prior to physiotherapy commencing'
- 'I (**owner**) agree to pay a cancellation charge of 50% for cancelling pre-agreed appointments without 48 hours' notice'
- 'If I (**owner**) am not present during a home visit appointment Vault Physiotherapy is not responsible for any damage or loss whilst on the premises'
- If I (**owner**) do not wish Vault Physiotherapy to use photographs for social media or details of my pet for case studies or in publications I will inform them on my first appointment
- 'Following the booking of my pet's first appointment I (**owner**) will have read the above terms and conditions and given my consent for treatment by a member of Vault Physiotherapy'

We make no guarantee that treatment costs will be covered by your pet insurance policy and we accept no responsibility for claims made.

If required, you reserve the right to request a copy of any reports prior to them being disclosed to a 3rd party.

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