



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 3<sup>rd</sup> party.

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