



Terms and Conditions

1) Legalities:

In accordance with the Veterinary Surgeons Act of 1966, animals must have written veterinary referral and consent, except those who are having fitness checks or fitness maintenance appointments. If the animal develops a new condition whilst having therapy for an existing condition, or while having a fitness session, a new veterinary referral may be required before treatment can continue.

Failure to provide this at the time of treatment may result in the animal not being seen, but you will be charged for the appointment. Please see the 'Veterinary Referral and Client Registration Form'.

By accessing and utilising the services of Siobhan Hall Veterinary Physiotherapy you accept and agree to be bound by the terms and conditions of this agreement. In addition when utilising these services you shall be subject to any guidelines or rules applicable during the process of this service. Any participant in this service constitute acceptance of this agreement. If you do not wish to agree or abide by these conditions on the form please do not use this service.

2) Animal Requirements:

- a. Please give the dog the opportunity to go to the toilet and empty its bowels prior to the physiotherapy session.
- b. Please do not feed the dog within 1 hour of your appointment .
- c. Please ensure horses are in from pasture ready for their appointment in a clean, dry state, ideally on hardstanding. Damp coats result in a suboptimal assessment through palpation and may affect the effectiveness of the treatment.
- d. All animals are treated with care, respect and compliance. This may necessitate allowing time for the animal to relax before any hands on assessment is initiated during the first session.
- e. Any animal presenting with illness, coughing/sneezing, sickness, diarrhoea, flea infestations or lice will not be treated but the appointment will be charged for.
- f. It is the owners/clients responsibility to notify Siobhan Hall Veterinary Physiotherapy if the veterinary surgeon has advised that treatment should be stopped or suspended for any reason.
- g. Whilst every care will be taken to provide the best possible treatments for the animal, the treatments are carried out entirely at the owners risk. The registered owner of the animal is fully responsible for the behaviour of themselves and their animal and any event that should arise as a result of the action of said animal at all times. The animal is not the responsibility of Siobhan Hall Veterinary Physiotherapy.

3) Treatment Hours:

These will be determined by the caseload and will be confirmed at the time of booking.



4) Client Confidentiality:

The physiotherapist/client relationship is founded on trust and in normal circumstances will not discuss or disclose to any third party any information about a client or animal without either express or implied consent.

5) Ownership of records:

Siobhan Hall Veterinary Physiotherapy retain, as our property, all clinical records. Any veterinary surgeon or paraprofessional taking over the case may be forwarded copies of relevant records but only upon the request or consent of the client.

6) Payment terms and fees:

- a. Payment is required by cash, BACS or card payment at the time of treatment.
- b. Any credit or debit cards not honoured or any cash found to be counterfeit made as full or part payment of an account will be added back onto the account and then may be subject to an interest charge. Cheques are not accepted.
- c. Siobhan Hall Veterinary Physiotherapy reserves the right to pursue any unpaid accounts in any manner that is deemed appropriate. This may include the use of debt collection services or civil proceedings. Any costs incurred by Siobhan Hall Veterinary Physiotherapy in recovering unpaid accounts will be passed onto the respective client.
- d. Failure to comply with the payment terms may result in the withdrawal of the service.
- e. For insurance claim cases Siobhan Hall Veterinary Physiotherapy respectfully reminds the owner that the payment terms still apply and that the contract with the insurance company is between the client and the insurance company only. Therefore payment is required at the time of treatment and accounts from here on are not held open.
- f. Siobhan Hall Veterinary Physiotherapy will ensure that all prospective clients are fully informed and aware on excess travel costs outside a 25 mile radius of South Nutfield, Surrey.

7) Cancellation policy:

Siobhan Hall Veterinary Physiotherapy understands that there may be extenuating circumstances forcing the client to cancel the appointment. A minimum of 24 hours notice is required for cancellations. Full payment is due if less than 24hours notice is given or if the appointment is a 'no show'.

8) Evidence and Case Filing:

Photos and videos are regularly taken during physiotherapy sessions as a way of monitoring any changes in the animals condition. These are occasionally used on the Siobhan Hall Veterinary Physiotherapy social media page. If you would prefer that these images are not shared on social media, please let Siobhan know.



9) Insurance:

Many companies will reimburse costs for veterinary physiotherapy, but owners are advised to check your policy before booking an appointment. Siobhan Hall Veterinary Physiotherapy support the principle of insuring against unexpected accidents or illnesses. However, we would respectfully remind you that the terms of placement still apply and that the contract with the insurance company is between the client and the insurance company only.

10) Appointments:

Whilst Siobhan Hall Veterinary Physiotherapy endeavour to arrive punctually for appointments, any unforeseen circumstances preventing this will be communicated to you (the owner) and if necessary the appointment will be rescheduled.

11) Complaints:

Our aim is to provide first class service. However, should you wish to discuss any problems you may have with our services we ask you in the first instance, to address such issues with Siobhan.

12) Data Protection and Privacy Policy:

In holding and using data about clients, owners and animals Siobhan Hall Veterinary Physiotherapy will comply with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. In instructing us to treat your animal you authorise us to use that data in the course of the work that we do for you.

We will, where specifically required, pass on to insurers details of clinical histories and case records relating to yourself or your animal. We will not divulge your details to any other agencies except for debt collection purposes.

In addition to our contractual services, we would like to process your personal information with your consent to send your information about other products and services available from the practice.

You will be asked about your consent when you register with the practise and we will refresh your consent on a regular basis. You can change your mind at any time and unsubscribe and subscribe as you wish.

The information gathered is used for the purposes of providing physiotherapy treatment and to contact you (the owner) with regard to arranging appointments and sending treatment notes. Your animals veterinary surgeon will also be contacted occasionally to discuss progress/provide access to clinical notes. Siobhan Hall Veterinary Physiotherapy does not share any information with third parties, with the exception of your veterinary surgeon without prior permission.