

## **Terms & Conditions**

By accessing and utilising the services of Alison Pearce, trading as Forward Focus Veterinary Physiotherapy (FFVP), you accept and agree to be bound by the terms and conditions of this agreement.

### **1. Veterinary Consent**

In accordance with the Veterinary Surgeons Act 1966 and Exemptions Order 2015, all animals must have written veterinary consent obtained before treatment, including those having fitness assessment or maintenance appointments. If an animal develops a new condition, updated veterinary consent may be required before treatment can continue. If at any point an animal's veterinary surgeon advises that physiotherapy treatment should be stopped or suspended it is the owner's responsibility to notify FFVP.

Failure to provide a completed veterinary consent form by the time of the booked appointment will result in the animal not being seen, and charges will be as detailed in the cancellation policy below.

### **2. Animal Requirements**

Before your animal's appointment please ensure

- Dogs have had adequate opportunity to relieve themselves.
- Horses are brought in where possible, and dry.
- Cats are suitably contained i.e. confined to the house or part of the house.

Please do not feed your animal within two hours of their appointment.

Please do not exercise your animal for at least one hour prior to their appointment.

Any animal presenting with sickness, diarrhoea or flea infestation will not be treated, but the appointment will be charged in full including any travel costs incurred.

### **3. Appointments**

Available appointment times will be determined by caseload and will be confirmed with you at the time of booking.

Appointment slots offered to an individual client will be held for 24 hours only, pending confirmation of the booking. After this time the appointments may be offered to other clients and will be booked on a first-come first-served basis.

Whilst FFVP aims to arrive punctually for appointments, any unforeseen circumstances preventing this will be notified to the client as soon as reasonably possible.

Appointments rescheduled due to a delay or error on the part of FFVP will not be charged.

### **4. Payment**

Payment is due in full at the time of treatment, unless otherwise agreed in advance in writing.

Payment may be made by cash or BACS transfer. Cheques are no longer accepted.

New clients wishing to pay by BACS are requested to complete the transfer 24 hours in advance of their first appointment.

Invoice/receipt available on request.

For insurance claim cases, FFVP respectfully reminds clients that the normal terms of payment still apply, as the insurance contract is between the client and insurance company only.

FFVP reserves the right to pursue unpaid accounts in any manner deemed appropriate including debt collection services or civil proceedings. Any costs incurred in recovering unpaid accounts will be passed to the client.

Failure to comply with these payment terms may result in future bookings being declined.

## **5. Cancellation Policy**

Cancellations with less than 48 hours' notice to cancel or re-arrange an appointment will incur a £20 cancellation fee, payable prior to confirmation of a new appointment.

Cancellations with less than 24 hours' notice to cancel or re-arrange an appointment will be charged at the full fee plus any travel charges incurred, payable prior to confirmation of a new appointment.

## **6. Insurance claims**

Many insurance companies will reimburse costs for veterinary physiotherapy, or canine massage treatment, but clients are advised to check their policy before booking an appointment.

Where specifically requested, FFVP will provide an insurer with case records.

For insurance claim cases, FFVP respectfully remind you that the normal terms of payment still apply, as the insurance contract is between the client and insurance company only.

## **7. Privacy and Confidentiality**

All client records are held and used in accordance with General Data Protection Regulations 2018. In instructing FFVP to treat your animal, you authorise FFVP to use that data in the course of the work carried out.

Photographs and videos are regularly used as a way of monitoring progress during treatment. In addition, these may occasionally be shared on the FFVP website or social media. If you do not wish your animal to feature online, please let Alison know at the time of treatment.

Your animal's veterinary surgeon will be contacted as necessary, in order to share progress and access clinical notes.

A veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records, with client consent.

Where specifically requested, FFVP will provide an insurer with case records.

Under normal circumstances, no client or animal information will be disclosed to any other third party, without explicit or implied consent. FFVP will not divulge your details to any other external agencies, except for debt collection purposes.

FFVP retains ownership of all treatment records.

## **8. Complaints**

FFVP aims to provide a first class service. However, should you have any problems with the service that you receive please address these to Alison Pearce.