

# The North Devon Vet Physio

## Terms and Conditions

1. Veterinary physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966. Therefore, all clients **MUST** have a referral from their veterinarian before physiotherapy treatment. If your animal has not directly been referred to me by your veterinarian I will need to contact your veterinarian to acquire a referral prior to your appointment. Recent legislation changes do mean that maintenance and/or performance enhancement physiotherapy treatments no longer require veterinary referral – if you are unsure, please contact The North Devon Vet Physio.
2. Jenny – The North Devon Vet Physio – is a qualified veterinary physiotherapist, not a veterinary surgeon. Due to this, Jenny is not able to provide medicated pain relief (e.g. metacam, etc), provide an official diagnosis of any conditions and is not able to see animals that have had an injury or are experiencing acute or chronic pain (amongst other conditions) without prior veterinary referral – in cases like these Jenny will advise you (the owner) to go to your local/registered veterinary practice and will require a veterinary referral form before an appointment can be booked – if you are unsure, please contact The North Devon Vet Physio.
3. Clients located within a 10-mile radius of EX34 7AQ will not incur a travel charge. Dependant on case load The North Devon Vet Physio may take on clients outside of this range, and will always aim to fully inform clients on any excess travel costs prior to visiting. Clients located outside the 10-mile catchment radius will occur a specified charge of £5 between 10-15 miles or 30-45 minute drive.
4. **Cancellations must be made at least 48 hours prior to the appointment to avoid charges. The client will be liable to pay half the price of the physiotherapy treatment fee if a cancellation is made under 48 hours prior to your appointment, the full price of the physiotherapy treatment if a cancellation is made under 24 hours prior to your appointment, or if the appointment is a "no show". However, if your animal has an illness or contagious disease you **MUST** reschedule your appointment. You will not incur a charge in this situation.**
5. **PRIVACY POLICY** - All of the client's details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the NAVP code of conduct. The North Devon

Vet Physio also complies with the General Data Protection Regulation (GDPR). Please see the privacy policy document for more details.

6. The North Devon Vet Physio's obligation to you is to provide the services to you as set out during the initial consultation, using reasonable endeavours to observe all health and safety rules and regulations, ensure data is treated securely and in accordance with our privacy policy and use my reasonable endeavours to follow the NAVP code of conduct.
7. Your obligation to The North Devon Vet Physio is to co-operate with the therapist in all matters relating to services, including providing us access to the animal, the premises and such equipment and other facilities reasonably required by The North Devon Vet Physio. You shall also prepare each animal and the premises for the service and supply us with such information as we reasonably require. You should inform us of any health and safety rules and regulations and any other security requirements at the premises. Ensure that any equipment used is in a safe working order. Pay the charges for treatment, together with expenses and VAT as set on the website. If the performance of our obligations under the contract is prevented or delayed by any act or omission by you, we shall not be liable for costs, charges or damages arising from this.
8. **The right is reserved to refuse physiotherapy treatment if the animal requires veterinary treatment prior to physiotherapy, if the animal is considered a danger to the physiotherapist or if the animal is not acceptably presented to allow the appropriate treatments to take place. In both of these cases the client will be liable to pay £30. However, £10 will be taken off your next appointment if one is booked.**
9. Cash or card are the preferred payment methods, but BACS will also be accepted. Please ensure to pay at or before the appointment. For repeat clients (who have had more than 5 appointments) BACS payments will be allowed after treatment but before the 7th day after the appointment. Fees for payments later than 7 days after the appointment will apply.
10. If paying by BACS, please put your first name initial and full surname as the reference and drop me a text/message to confirm you have sent the payment.
11. If you are claiming for physiotherapy treatment from your insurance company, you must have referral from your veterinarian and approval from your insurance company prior to physiotherapy treatment. Initial payment is required to be paid by you. I will then complete a claims form for your insurance company that you provide, which will then be given back to

you to allow you to send to your insurance company. Once this has been accepted, your insurance company will reimburse you for the costs of physiotherapy treatment.

12. Photographs and videos of your animal(s) may be taken and posted on our website, Facebook or Instagram pages. If you do not want your animal's pictures/videos to go out on our social media pages, please indicate this at your initial appointment and by ticking/selecting the corresponding box/choice on the owner consent form.
13. Links to other web sites may be utilised, over which The North Devon Vet Physio has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party websites or services. You further acknowledge and agree that The North Devon Vet Physio shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services. We strongly advise you to read the terms and conditions and privacy policies of any third party websites or services that you visit.
14. If, for any reason, you are not fully satisfied with the services The North Devon Vet Physio provides, please don't hesitate to discuss any issues or problems with us, either by text, email, through our social media or at your next appointment.
15. For equine clients, please ensure your horse is dry, with mud brushed off and clean hooves.
16. For canine clients, please have your lead available and a clear area where your dog can have physiotherapy treatment lying down.

### **Additional Terms and Conditions – Physiotherapy Packages**

- Treatment packages are only valid for 12 months following the date of purchase
  - **Valid for 12-months** – 5 and 10 session Equine Physiotherapy Packages, 5 and 10 Canine Physiotherapy Packages
- Packages can only be used for one animal (e.g. 2 horses can't share a 10 session package unless discussed)
- Normal treatment packages don't include additional travel expenses, which are either payable at the time of treatment or can be included in the package price at reduced costs (see travel charges packages above).
- Continued WhatsApp support – Messages will aim to be responded to within 24 hours, but may take up to 72 hours when I am on annual leave.
- **Cancellations** – With packages, you also have the benefit of **1 (One)** free cancellation when cancelled between 24-48 hours prior to your animal's Physiotherapy session and if made less than 24 hours prior to the session, then you are liable to pay half of the cost of a single session at your next appointment. Subsequent cancellations within 48 hours, will require full payment which is made by using one of the sessions within your package.
- Package payments are **NON-REFUNDABLE** and can **NOT** be transferred to another animal or to an additional year (2 weeks leeway given).

- The only exception for package refunds is if your animal passes away during the time when the package is active, then the average treatment price for the sessions remaining will be refunded minus a £10 admin fee. For this to occur, you (the client) would need to provide proof of decease (vet conformation)

E.g., A client payed for a 5 session Canine Follow-Up Package, costing £240 and their old age dog passed away with 2 sessions remaining. The client would receive a refund of £86.

This is worked out by the average price of a session being £48, then multiplying that by the number of sessions left, equaling £96. Then an admin charge of £10 will be deducted from the total, equaling £86.

**By confirming your physiotherapy appointment, you are agreeing to the terms and conditions stated above:**

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The North Devon Vet Physio is the trading name for Jenny Johnson BSc (Hons) Veterinary Physiotherapy, NAVP registered veterinary physiotherapist. Our registered address is 6 Seymour Villas, Woolacombe, EX34 7AQ.

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