

Terms and Conditions

Please note that by signing this form you are agreeing to the following terms and conditions of *Tiggy Harris Veterinary Physiotherapy*. Failure to comply with these terms and conditions may result in additional charges and removal from our books.

Veterinary Consent

Veterinary physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966. Any animal that is currently under veterinary care or is presenting with an undiagnosed medical issue (e.g. lameness) **MUST** have a referral/consent from their veterinary surgeon before receiving physiotherapy treatment. If your animal has not directly been referred to me by your vet, I will need to contact your vet to acquire consent prior to your appointment. The right is reserved by *Tiggy Harris Veterinary Physiotherapy* to refuse treatment if deemed inappropriate or unsafe, or if your animal requires veterinary attention prior to physiotherapy.

Payment

Payment will be asked for at the end of every physiotherapy appointment. BACS or cash payments are preferred but card is also accepted. Invoices can be issued but only when priorly agreed, and payment must be made within 7 days of the appointment if paying in this way. Please notes that if you are planning to claim physiotherapy treatment costs from your insurance, you will have to pay for appointments up front and then arrange to claim back from your insurance company separately. *Tiggy Harris Veterinary Physiotherapy* will provide you with receipts of payments.

Cancellation Policy

Cancellations or changes to your appointment must be made at least 48 hours before your appointment. Any appointment cancelled with less than 48 hours notice will be charged at 50% of the treatment price. Any appointment cancelled with less than 24 hours notice will be charged 100% of the treatment price. No shows at an appointment will be considered a late cancellation and charged the full treatment price (unless previously agreed and I have consented to treat your animal without you present). If your animal has an illness or contagious disease (such as sickness, diarrhoea, or flea infestation) you **MUST** reschedule your appointment. You will not incur a charge in this situation.

Privacy Policy

All client details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the NAVP code of conduct. *Tiggy Harris Veterinary Physiotherapy* also complies with the General Data Protection Regulation (GDPR). Please see our Data Protection Policy for more information. By signing this document you are giving your consent for *Tiggy Harris Veterinary Physiotherapy* to hold your personal details under the conditions listed in this document.

Animal Preparation

Please ensure your animal is clean and dry ready for their appointment time. **For equine and large animal patients**, please ensure they are brought in from the field and on the yard ready for the appointment start time. **For canine and small animal patients**, please have a clear space available with a lead and a flat bed where they can have their physiotherapy session lying down.

Name: _____

Date: _____

Signature: _____