

## Terms & Conditions

### Veterinary Referral:

All animals will be seen and treated in accordance with the **Veterinary Surgeons Act of 1996 (Section 19)** and the **Veterinary Surgery Exemptions Order of 2015**. This states that treatment provided by a veterinary physiotherapist for a pre-existing condition must be done under consent from the animal's veterinary surgeon. Under new regulations, physiotherapy for musculoskeletal maintenance of a healthy animal, with no diagnosed pathologies does not legally require consent from a veterinary surgeon. However, to ensure transparency of treatment Anna Morley Veterinary Physiotherapy (AMVP) requires consent from a veterinary surgeon for the treatment of all clients.

I consent to AMVP having access to my pet's clinical history from my veterinary surgeon. I will inform AMVP of any changes to medication, any surgical procedures or changes in veterinary advice that affect my animal. I understand that this may change the type and duration of treatment and may require a new veterinary referral form. AMVP reserves the right to **refuse** treatment if it is deemed to be either inappropriate or unsafe (for example, in the presence of an undiagnosed lameness, infectious disease, injury or other behavioural or health concerns). AMVP reserves the right to contact your animal's veterinary surgeon to discuss clinical findings or notes and share these documents where appropriate.

### Fees:

Charges for the services will be specified at the time of booking and are dependent on the type of service, distance of travel and appropriate discounts. Any offers or discounts wanting to be redeemed should be discussed at the time of booking. Prospective clients will be fully informed of any additional travel costs if they are located outside of the 20-mile radius.

### Payment Terms:

Initial physiotherapy appointments will incur a **£25 non-refundable deposit** at the time of booking. The remaining balance for an initial physiotherapy appointment or the full balance for follow-up appointments is to be paid **within 24 hours** after the appointment date. Payments can be paid by cash or BACS. Card payments are not currently accepted. We reserve the right to take action against any outstanding debts. This may involve the use of debt collection agencies and civil proceedings. Any expenses that we incur in trying to collect delinquent accounts will be transferred to the relevant client. You shall receive written notification of any withdrawal of our services in the event that you do not comply with the payment terms.

**Cancellation Policy:**

AMVP recognises that you may need to cancel your appointment due to unforeseen circumstances. However, in all other cases, we reserve the right to charge the full amount if you cancel your appointment with less than **24 hours' notice** of the arranged appointment date.

**Insurance:**

Insurance claims will not be made by AMVP on behalf of the client. However, we will fill out the relevant sections of insurance paperwork as required by the client. We would like to remind you that the terms of payment are still in effect even if your animal is insured and that clients should contact their insurance company directly to make a claim.

**Data Protection and Privacy:**

AMVP will adhere to the provisions set forth in the **General Data Protection Regulations and the Data Protection Act of 2018** when storing and utilising any personal information including your name, address, contact information and animals' information. The data gathered will be used as a record of your animal's treatment and any changes that may occur. You have the right to request access to your data and request corrections or deletion at any time. Information will only be shared with your animal's vet or other veterinary professionals involved in their care to keep them updated. We will not disclose your details to any other agencies or organisations except those involved in debt collection.

**Social Media:**

Photos/videos may be taken during treatments, as a method of monitoring changes to your animal's condition. These photos/videos may be used on AMVP's social media with **permission** of the owner. If you would specifically not like images of your animal shared on social media, please make Anna Morley aware.