



## **TERMS AND CONDITIONS**

This document sets out the terms upon which Veterinary Physiotherapy Anna Srutova (Vetphys) carries out physiotherapy work for clients. These terms and conditions apply not only to current work but also to all future work unless client receives an amending to the terms. In this document and in any correspondence with you, "Director" means Anna Srutova, "We" and "Our" means Anna Srutova Veterinary Physiotherapy and "You" means the person who is our client or, if more than one person, those persons who together are clients of Anna Srutova Veterinary Physiotherapy. Where we act for two or more customers jointly it is on the understanding that we are authorised to act on instructions of either, both or any of them. I give consent to the therapist to consult the

### **1. Office Hours:**

The standard working days are Wednesday to Saturday, from 9:00 AM to 4:00 PM, excluding Public and Bank Holidays. Any additional or flexible working hours are at the discretion of the Director and may vary.

### **2. Treatment Hours:**

Treatment hours will be determined by caseload and location and will be confirmed with you at the time of booking.

### **3. Client Confidentiality:**

The physiotherapist/client relationship is founded on trust and in normal circumstances we will not discuss or disclose to any third party any information about the client or the treated animal without the owner's consent.

### **4. Ownership of Records:**

We retain, as our property, all clinical records. Any veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records but only upon the request or consent of the client. Please refer to our Privacy Policy for further information.

### **5. Insurance:**

We support the principle of insuring against unexpected accidents or illnesses. However, we would respectfully remind you that our terms of payment still apply and that the contract with the insurance company is between the client and the insurance company only. Direct payments to us from an insurance company may only be agreed by express permission of one of the partners.

### **6. Fees:**

We calculate our fees on professional opinion, time and any consumables used. Should a written report be requested, we reserve the right to make a charge for this commensurate with the complexity of the report and information required. Fees will be listed on a detailed invoice which will be produced after treatment. Prices are subject to an annual review.



#### **7. Veterinary Care:**

Veterinary **physiotherapy does not replace veterinary diagnosis** and care. If a serious health concern or underlying condition are identified at the appointment, **the animal will be referred back to the registered veterinarian**. In such case, we reserve the right to not proceed with treatment until veterinary consent has been obtained and **full price of the appointment will be changed**.

#### **8. Cancellation Policy:**

We understand that there may be extenuating circumstances forcing you to cancel your appointment. In other circumstances, **cancellations with less than 24 hours' notice, we reserve the right to charge the full price of the appointment**.

#### **9. Payment Terms:**

Paid in full in cash at appointment or via bank transfer within 7 days of invoice. See invoice for details.

#### **10. Accounts:**

Any queries on your account should be raised with us within 14 days of the date of appointment.

#### **11. Unpaid Accounts:**

We reserve the right to pursue any unpaid accounts in any manner we deem appropriate. This may include the use of a debt collection service or civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective client. For failure to comply with our payment terms we reserve the right to withdraw our services and will give notice of this in writing.

#### **12. Complaints:**

Our aim is to provide a 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 to the Director.

#### **13. Data Protection:**

In holding and using data about you, we will comply with the provisions of the General Data Protection Regulation and the Data Protection Act 2018. In instructing us to treat yourself or 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 other agencies except for debt collection purposes.