

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.
2. Clients located within 20 miles 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 20 mile catchment radius within the Devon county, North Cornwall or areas of West Somerset will occur a 50p per additional mile charge, up to a 40 mile radius.
3. 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.
4. If an **INITIAL** maintenance/physiotherapy session has been booked (that doesn't require vet referral), the **Owner Consent Form (online or paper) MUST be completed and received by The North Devon Vet Physio before 9pm THE DAY BEFORE the booked session**. If the Owner Consent Form has **NOT** been received by this time (unless prior communication as to why the owner consent form can't be submitted), the scheduled initial session **WILL BE CANCELLED OR POSTPONED** by The North Devon Vet Physio due to insurance policies. You (the client) will then be contacted via email for the session to be rescheduled.

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 page 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, half of this fee (£15) 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 the corresponding box 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.

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

Last Updated: 1st April 2024

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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