



## Terms & Conditions

The following document displays the terms and conditions upon which Physiotherapy is completed for all clients and patients. This is vital information that may be required for future reference.

### **Treatment:**

All treatment will be given in accordance to the Veterinary Surgeons Act 1966 and Exemptions Order 2015. LVP reserves the right to refuse treatment if it is deemed unsafe or inappropriate. Situations where this may arrive include, infections diseases, undiagnosed lameness/illness, behavioural concerns or abusive manners.

### **Payment Terms:**

All sessions must be paid in full either prior to or on the appointment date. Payments must be paid in cash or through bank transfer. Failure of payment reserves LVP the right to pursue the appropriate manner. This may include debt collectors and civil proceedings. Unpaid accounts will be passed over to the respective service. Failure to agree to these terms will involve the refusal of further treatment of our services, including a document of which to be sent over to the recipient.

### **Cancellation policy:**

We understand that situations may arise where you are required to cancel your appointment. However in other circumstances, cancellation under 24 hours notice of your appointment reserves the right to charge the full fee. If cancellation is made by the Veterinary Physiotherapist, the client will receive a full refund of the cancelled session (if a prepayment was made) or this may be used for a rebooked session.

### **Insurance:**

LVP will not make insurance claims on behalf of the client. Veterinary referral is required if the client wishes to claim Physiotherapy on the animals insurance. We support the use of insurance; however we would respectfully remind you that the payment terms apply in all circumstances and any claims made will need to be done so between the client and the insurance company. LVP will fill out any relevant documents needed as required by both parties.

### **Fees:**

Charges for the service are outlined on our website alongside all appropriate discounts. These prices have been decided by LVP in consideration of the appropriate qualification and insurance, alongside the time taken, distance travelled and equipment supplied by the business. Once price is accepted and the session confirmed, you agree to the outlined terms within the payment terms section. Advertised discounts and offers that the owner wishes to redeem must be discussed at the time of booking.

### **Data protection and privacy:**

In holding and using data about the client and patient, including name, address, contact details, pet details and Veterinary history, LVP will comply with the provisions of the Data Protection Act 2018 and the General Data Protection Regulations. The data collected will only be viewed by LVP and used as a record of the animals treatment including progress and changes that may occur. All clients have the right to access their own data and request corrections, deletions at any point. Information will only be shared with the animals Veterinary Surgeon or other Veterinary Professionals involved in their care for the purpose of informing them of their wellbeing. Personal details will not be given to any other agencies with the exemption of debt collection purposes.

