



TERMS & CONDITIONS

1. Animals cared for or treated by a musculoskeletal therapist such as a veterinary physiotherapist must be registered with a veterinary surgeon. As per the Veterinary Surgeons Act (1966) and Veterinary Surgeons (Exemptions) Order 2015, remedial treatment by physiotherapy requires delegation by a veterinary surgeon who has first examined the animal. This can be provided by your veterinary surgeon through the online veterinary referral form accessible on the website prior to appointment. The veterinary referral form must be filled in and sent back to physivet@gmail.com. PhysiVet requires the completed and signed referral form prior to appointment. If not provided, PhysiVet has the right to cancel the appointment at full charge.
2. Upon registration and prior to appointment, you must confirm you are the legal owner of the animal referred.
3. PhysiVet reserves the right to refuse treatment to any animal.
4. Maintenance will cease if there are any signs of new underlying injury, disease or pathology. The veterinary surgeon may be contacted at any time during treatment to inform them of findings and treatment, if deemed necessary.
5. It is owner responsibility to ensure the animal is clear of any infectious or contagious conditions prior to appointment. Should your animal develop any signs of infectious or contagious conditions within 48 hours of your appointment, please contact PhysiVet to reschedule your appointment as soon as possible.
6. PhysiVet requires the animal to be fully vaccinated at least 1 week prior to appointment to ensure health and safety is maintained. PhysiVet reserves the right to withdraw treatment if proof of vaccine is not available.
7. PhysiVet does not take responsibility of patient if injury or incident was to occur outside of treatment time nor take the responsibility of withheld information from either owner or veterinary surgeon that may put your animal at risk.
8. Please ensure your animal is clean and dry prior to appointment as the effect of treatment may be hindered by wet and dirty coat.
9. Cancellation of appointment with less than 24-hour notice will incur full charge of the appointment. Cancellations made with more than 24 hours' notice, will not incur a charge. PhysiVet retains the right to waive this charge depending on the circumstances of the cancellation.
10. Full payment of treatment and appointment need to be made and received by PhysiVet before or at the time of the appointment. PhysiVet accepts payment by card, BACS transfers and PayPal payments. In the case of group discounts, mutual agreement between PhysiVet and client will be stated on invoice and should be agreed on prior to appointment.
11. PhysiVet reserves the right to withdraw and withhold future treatment of the animal if payment is not received. Please contact PhysiVet if you are struggling to pay a bill.
12. If a payment is not received on time, a late payment fee will be applied to the original invoice. Overdue invoice balances will be subject to a late payment fee of £5 per week until the balance has been paid in full.
13. Veterinary referral forms are required if client wishes to claim veterinary physiotherapy treatment on insurance. Insurance claims should be made to the insurance company directly by the client. PhysiVet will not make insurance claims on



Sara Nordstrom
BSc Registered Veterinary Nurse
MSc Veterinary Physiotherapy



physivet@gmail.com

www.physivet.com

PhysiVet

behalf of the client. However, PhysiVet is able to fill out certain parts of insurance claim on behalf of client, if required.

14. PhysiVet will collect personal data, including name, address, contact details and the animal records. This is done in order to provide suitable treatment, track progress of treatment and health of the patient, and to contact you (the owner). Personal data will ONLY be used to contact you, your pet's veterinary surgeon or other paraprofessionals in charge of the pet in order to provide information about your animal's progress or any changes to treatment program. All data will be kept safe and confidential for up to 7 years, in accordance with insurance purposes, before being destroyed. GDPR reserves you the right to rectify any personal data if it is inaccurate or incomplete. PhysiVet will not share personal information with third parties without your prior consent, with the exemption of your pet's veterinary surgeon or for debt collection purposes.



PhysiVet