



## **TERMS AND CONDITIONS OF BOOKING WITH NICOLE SKYRME VETERINARY PHYSIOTHERAPY**

### **Terms and Conditions**

These Terms and Conditions apply to all veterinary physiotherapy services provided by **Nicole Skyrme Veterinary Physiotherapy**. By booking an appointment, you agree to the following terms.

### **1. Veterinary Consent**

Under current legislation, veterinary physiotherapy may only be carried out with the consent of the animal's registered veterinary surgeon.

- A valid veterinary referral or consent must be obtained before treatment commences where required.
- It is the owner's responsibility to ensure accurate veterinary details are provided.
- We reserve the right to contact your veterinary surgeon regarding your animal's treatment.
- Any changes in your animal's condition will require a new veterinary referral.
- For equine maintenance treatment, veterinary consent is not required, but they must be registered with a veterinary surgeon. They will be contacted to make them aware of treatment and to confirm registration.

### **2. Client Responsibilities**

The client confirms that:

- They are the legal owner or authorised keeper of the animal.
- All medical history, behavioural issues, medications, and previous injuries have been disclosed.
- They will notify us of any changes in the animal's health before each treatment session.
- They will follow any rehabilitation or exercise programme provided as part of treatment.

Failure to provide accurate information may affect treatment outcomes and may result in treatment being postponed or discontinued.

### **3. Treatment**

Veterinary physiotherapy aims to improve mobility, comfort, and quality of life but no guarantee of improvement or recovery can be given.

Assessment involves:

- Palpation
- Gait assessment
- Range of motion assessments
- Neurological and spinal assessments
- Pain assessment
- Posture and behaviour review

Treatment may include, where appropriate:

- Manual therapy
- Massage
- Stretching
- Therapeutic exercises
- Electrotherapies
- Rehabilitation programmes

Treatment plans are tailored to each individual animal.

We take pride in providing fear-free treatments for anxious and / or pain reactive animals.

- For the safety of the therapist please disclose any reactive behaviours prior to the appointment and when necessary, please have a muzzle available.
- It is best practice to follow the instruction of the therapist with handling during the treatment to ensure a safe and stress-free experience.

#### **4. Animal Welfare**

The welfare of the animal is our highest priority.

Treatment may be stopped or modified if:

- The animal becomes distressed or aggressive.
- Treatment is no longer considered appropriate.
- Veterinary reassessment is required.
- There are concerns regarding the animal's health or safety.

#### **5. Appointment Bookings**

Appointments are confirmed once agreed between both parties.



Please ensure:

- Animals are clean and dry where possible.
- For home visits, please ensure a quiet and calm environment for your dog's treatment.
- Horses are presented in a safe environment suitable for treatment.

## 6. Cancellations and Missed Appointments

We kindly request at least **48 hours' notice** for cancellations or rescheduling.

Appointments cancelled with less than 48 hours' notice may be charged at **50% of the appointment fee**.

Failure to attend without notice ("no-show") may result in the full appointment fee being charged.

If your pet is unwell, including sickness, diarrhoea, skin diseases or coughing, within 48 hours prior to your appointment, please reschedule at your earliest convenience. This helps to prevent the spread of infectious diseases and ensure your pet has adequate rest and recovery prior to recommencing physiotherapy treatment.

Repeated missed appointments may result in future bookings being declined.

## 7. Fees and Payment

Payment is due **at the time of treatment** or within 7 days of the invoice being received unless otherwise agreed.

Accepted payment methods include:

- Bank transfer
- Cash

Outstanding invoices may incur additional administration fees and may be referred for debt recovery where necessary.

## 8. Home Exercise Programmes

Rehabilitation exercises provided are specific to your animal.

The owner is responsible for carrying out exercises safely and as instructed.

Exercises should not be continued if they appear to cause pain or deterioration. In such cases, please contact us or your veterinary surgeon.

## 9. Limitation of Liability

While every reasonable care is taken during assessment and treatment, veterinary physiotherapy carries inherent risks.

We shall not be liable for:

- Injury resulting from inaccurate or incomplete information provided by the client.
- Failure to follow rehabilitation advice.
- Undiagnosed underlying medical conditions.
- Injury caused by unpredictable animal behaviour.

Nothing within these terms excludes liability where it cannot legally be excluded.

## **10. Insurance**

Clients are responsible for checking whether veterinary physiotherapy is covered under their pet insurance policy.

Where insurance claims are accepted, payment remains the responsibility of the client unless otherwise agreed.

## **11. Photographs and Videos**

Photographs or videos may occasionally be taken for:

- Clinical records
- Monitoring progress
- Educational purposes

Images will not be used for marketing without the client's consent.

## **12. Data Protection**

Client information is handled in accordance with data protection legislation.

We collect personal information solely for the purposes of:

- Booking appointments
- Maintaining treatment records
- Communicating with clients and veterinary practices
- Processing payments

Information will not be shared with third parties except where required by law or with your veterinary surgeon for the purpose of your animal's care.

## **13. Health and Safety**

Clients remain responsible for ensuring a safe treatment environment.

We reserve the right to terminate a session if:

- The environment is unsafe.
- There is aggressive or dangerous behaviour from the animal or any person present.



- Weather conditions make treatment unsafe (where applicable).

#### **14. Confidentiality**

All client and patient information will be treated as confidential except where disclosure is required:

- By law;
- For safeguarding purposes; or
- To communicate appropriately with your veterinary surgeon.

#### **15. Complaints**

If you are dissatisfied with any aspect of our service, please contact us as soon as possible so we can investigate and attempt to resolve the matter promptly.

#### **16. Changes to These Terms**

We reserve the right to amend these Terms and Conditions at any time.

The latest version will always be available upon request and, where applicable, on our website.

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#### **Client Declaration**

By booking or attending an appointment with **Nicole Skyrme Veterinary Physiotherapy**, I confirm that:

- I have read and understood these Terms and Conditions.
- I consent to veterinary physiotherapy treatment for my animal.
- I confirm that all information I have provided is accurate to the best of my knowledge.
- I agree to comply with the advice and rehabilitation programme provided.
- I accept responsibility for payment of all fees due.

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_