



Terms and Conditions

This document outlines the terms under which we provide services. Please read it carefully before using our services.

1. Opening Hours

We are open from 9am – 6pm, Monday – Saturday. (excluding bank holidays).

2. Accepted Payment Methods

We accept cash, BACS, and cheques.

3. Cancellation Policy

We understand that plans can change. However, to ensure fair scheduling for everyone, a 24-hour cancellation notice is required. Cancellations with less than 24 hours' notice may be subject to a full appointment fee.

4. Client Confidentiality

We respect your privacy. All information about you and your service will be kept confidential. We will not disclose any details to a third party without your express permission, except in cases required by law.

5. Fees

Our fees are based on the service provided and may include the time spent and any materials used. A detailed invoice will be provided after each appointment. Prices are subject to change, but we will notify you in advance of any adjustments.

6. Payment Terms

Payment is due in full within 7 days of receiving the invoice.

7. Complaints

We strive to provide excellent service. However, if you have any concerns, please don't hesitate to contact us directly. We are committed to resolving any issues promptly and fairly.

8. Data Protection

We comply with all data protection regulations. We will only use your information for providing services and as permitted by law.

Please note:

- ***We reserve the right to amend these terms and conditions at any time. We will notify you of any changes before they come into effect.***
- ***By using our services, you agree to be bound by these terms and conditions.***

Thank you for choosing Pine Veterinary Physiotherapy!

