PINE VETERINARY PHYSIOTHERAPY

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Terms and Conditions

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

1. **Opening Hours**
   We are open from 9 AM to 6 PM, Monday to Saturday (excluding bank holidays).

2. **Accepted Payment Methods**
   We accept payment via cash, BACS, and cheques.

3. **Payment Terms**
   Payments are due upon completion of the service, unless otherwise agreed in advance. For BACS payments, details will be provided on the invoice. If you choose to pay by cheque, please ensure that it is cleared before the service is provided. In the event of delayed payment, we reserve the right to charge interest at a rate of 1% per month on any overdue amounts.

4. **Cancellation Policy**
   We understand that plans can change. To ensure fair scheduling for all clients, a 24-hour cancellation notice is required. Cancellations made with less than 24 hours' will be subject to full payment.

5. **Client Confidentiality**
   Your privacy is important to us. All information regarding you and your service will remain confidential. We will not disclose any details to third parties without your express permission, except in situations where disclosure is required by law.

6. **Complaints**
   If you are dissatisfied with any aspect of our service, please inform us as soon as possible so we can address the issue. We take complaints seriously and will make every effort to resolve them promptly and professionally. You can contact us directly via email to raise a complaint.

7. **Data Protection**
   We are committed to protecting and respecting your privacy. Any personal data we collect will be handled in compliance with applicable data protection laws. Your personal information will only be used to provide our services and communicate with you about your appointments or inquiries. We will not share your data with third parties without your consent, unless required by law. For more information on how we handle your personal data, please refer to our Privacy Policy.

8. **Veterinary Referral**
   Before we can begin any physiotherapy treatments, a referral from a licensed veterinarian is required. The owner has the option to obtain the referral from the veterinarian, or we can handle the process of obtaining it on your behalf. No treatment will commence until the referral has been received and reviewed to ensure the

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proposed treatments align with your animal's medical needs.

9. **Consent for Treatment**
   Before commencing any physiotherapy treatment, we will discuss the treatment plan with you and obtain your consent. We will explain the proposed treatment, risks, and expected outcomes. If, at any time, you feel uncomfortable with the treatment or wish to ask questions, please feel free to contact us. Consent must be provided for all treatments before we proceed.

10. **Liability**
    While every effort is made to provide safe and effective physiotherapy treatments, we cannot be held liable for any injury, loss, or damage that occurs as a result of treatment. It is your responsibility to ensure that the animal is fit for the proposed treatment and to consult with a veterinarian if there are any concerns regarding the animal's health prior to treatment.

11. **Treatment Results**
    Results may vary depending on the animal's condition, and we cannot guarantee specific outcomes. We will provide the best care possible but recognise that each animal responds differently to physiotherapy treatment. We will monitor progress and adjust the treatment plan accordingly.

12. **Fees**
    Our fees are based on the services provided and may include 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.

We reserve the right to amend these terms and conditions at any time. You will be notified of any changes before they come into effect.