



Terms & Conditions

These terms and conditions apply not only to current work but also to all future work unless we write to you amending the terms. In this document and in any correspondence with you, "Practitioner" means Holly Bluck, "We" and "Our" means Rawridge Vet Physio & Associated staff and "You" and "Owner" means the person who is our customer. Where we act for two or more customers jointly it is on the understanding that we are authorised to act on instructions of either, both or any of them.

1. All animals undergoing treatment do so at the owner's risk. Every care and responsibility is taken when treating animals and in the maintenance of equipment etc. but no responsibility will be accepted for accidents or illness arising whilst undergoing treatment. No responsibility will be accepted for injury to owners whilst handling their own animals.

2. All animals treated by Rawridge Vet Physio require a signed Veterinary Referral Form as per the Veterinary Surgeon's Act 1966 and Exemptions Order 2015. In 2020, the law updated to reflect that musculoskeletal maintenance care for a healthy animal, does not require referral by a veterinary surgeon as long as the animal is registered with a veterinary practice. However, Rawridge Vet Physio still requires a signed Veterinary Consent Form for all animals in order to ensure that we receive a detailed medical history and consequently, ensure animal safety & welfare is optimised during our services. You will be required to complete and return a signed Owner Consent Form. On receipt of a signed Owner Consent Form, Rawridge Vet Physio will send a Veterinary Consent Form to your animal's registered Veterinary Surgeon. In the event that there is a delay with receiving a completed & signed Veterinary Consent Form from your animal's registered Veterinary Surgeon, it is the responsibility of the animal's owner to follow this up with the animal's registered Veterinary Surgeon. A completed & signed Veterinary Consent Form must be provided at least 24 hours before the first consultation. If this does not occur, then the owner/carer is liable to cancellation fees. Rawridge Vet Physio may advise against physiotherapy treatment and will refer back to their veterinary surgeon for further investigation if deemed necessary.

3. Bookings are welcomed via phone call, text and email. Booking requests via any other communication platform will not be processed. If you try to phone us and there is no answer, please leave us a message with your name and contact number and we will get back to you as soon as possible, as phone calls will not be answered during treatment times.

4. All treatment must be paid for on the day of treatment by cash or card payment unless otherwise agreed with Rawridge Vet Physio. The owner of the animal receiving treatment agrees to pay all fees in full to Rawridge Vet Physio. All charges are at the discretion of Rawridge Vet Physio, and we reserve the right to amend our payment terms at any time without prior notice.

5. Rawridge Vet Physio calculates our fees on any consumables used, professional time and opinion. Should a written report be requested for insurance reasons, we reserve the right to make a charge for this commensurate with the complexity of the report and information required; this fee would be agreed with owner prior to



competition of work. Fees will be listed on an invoice which will be produced after treatment. Consultation fees are kept up to date and current on our website and will be confirmed with you at time of booking.

6. In the unfortunate event of any difficulties in paying an invoice, please contact Rawridge Vet Physio to discuss the matter as soon as possible so that a suitable repayment plan can be arranged. Please be aware that any additional costs that might be incurred by Rawridge Vet Physio in the process of having to recover outstanding treatment fees will be added to the balance of your account along with interest. Repeated missed payment targets will result in a small claims court matter.

7. Rawridge Vet Physio reserve the right to pursue any unpaid accounts in any manner we deem appropriate. This may include the use of a debt collection service or civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective owner. For failure to comply with our payment terms we reserve the right to withdraw our services and will give notice of this in writing.

8. Rawridge Vet Physio would respectfully remind you that our terms of payment mean that we are unable to accept direct payment from insurance companies. Where an insurance claim is to be made, it is the responsibility of the owner to check that their policy covers treatment and to liaise with the insurance company on how to claim. No refunds will be given on treatment if insurance is refused. Rawridge Vet Physio will support you in completion of insurance forms for an additional fee (as per point 5) and will provide invoices to support this.

9. Where a direct insurance claim is being made for the cost of treatment by Rawridge Vet Physio it is the responsibility of the owner of the animal to check and inform Rawridge Vet Physio of the terms of their individual policy. Under no circumstances will Rawridge Vet Physio be liable for fees incurred by the rejection of a claim and the outstanding treatment fees will remain the responsibility of the owner, plus any additional expenses involved in recovering them should a debt collection agency be used.

10. We recognise that, sometimes, booked consultations may have to be cancelled by owners or by Rawridge Vet Physio. We understand that there may be extenuating circumstances forcing you to cancel your consultation. Cancellations are accepted via phone call, text or email. Provided we are notified at least 24 hours in advance, we are unlikely to charge a cancellation fee. If less than 24 hours' notice is given, we reserve the right to charge 50% of the consultation charge. Should an owner fail to inform us in advance or fails to attend for the pre-booked consultation, then the consultation will be charged in full. In the event of repeat cancellations / missed consultations, Rawridge Vet Physio reserves the right to request full payment of treatment fees in advance when re-booking. Rawridge Vet Physio will make all efforts to contact owners if a consultation needs to be changed or cancelled but will not accept liability for any losses or damage.

11. If any aspect relating to the health or medical management of your animal has changed it is your responsibility to let your practitioner know before the consultation gets underway. If your animal is unwell, please let us know at least 24 hours prior to your consultation and we can make an appropriate plan. It may not be appropriate for



your animal to have a physiotherapy consultation. Animals with infectious or contagious conditions will not be able to be treated and owners are therefore advised to cancel any consultations with at least 24 hours' notice until the condition clears. Normal cancellation charges apply. If an owner presents an infectious animal for treatment, they will be responsible for any costs incurred by contamination of our equipment, property and other animals.

12. A current and up-to-date vaccination record must be brought to the initial consultation for all animals. If vaccinations are not current, Rawridge Vet Physio reserves the right to refuse to provide treatment in order to maintain the health and safety of fellow animals. Owners will be responsible for any costs incurred by contamination of our equipment, property and other animals.

13. Rawridge Vet Physio reserves the right to refuse an animal treatment.

14. Owners are responsible for keeping their animal under control during treatment with Rawridge Vet Physio. The animal is the owner's responsibility at all times. Rawridge Vet Physio staff will take no responsibility.

15. If your animal is reactive with people, please let us know at time of booking and we will do all we can to make the experience as calm as possible for your animal. If you think your dog is likely to be reactive during the consultation, please bring a muzzle with you. Rawridge Vet Physio staff reserve the right to refuse treatment to an animal that is presenting with aggressive behaviour or where the practitioner believes theirs, yours or the animal's safety is at risk.

16. It is important that your animal is clean and prepared for physiotherapy treatment before the practitioner arrives and that there is a clear area to treat them in. For a horse, a stable is suitable and for a dog, any area in which they have space to move and lie down in is necessary.

17. Children may attend consultations but are the responsibility of the parent/guardian at all times. No responsibility will be taken by Rawridge Vet Physio for accidents arising during consultations. Children are asked to remain quiet and not to run in close proximity to animals during their consultations.

18. The relationship between Rawridge Vet Physio staff and owners is founded on trust and in normal circumstances we will not discuss or disclose to any third party any information about an owner or animal without either express or implied consent. Consent for allowing us to speak freely with treating veterinary surgeon allows for improved team working and optimal treatment for your animal.

19. Rawridge Vet Physio retain, as our property, all clinical records. Any veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records but only upon the request or consent of the owner/carer.

20. Our aim is to provide a first-class service. However, should you wish to discuss any problems you may have with our services we ask you, in the first instance, to address such issues to the director so an amicable resolution may be reached.

Privacy Policy



21. We will require to collect and hold data relating to you and your animal in order to provide appropriate physiotherapy services. Your privacy is important to Rawridge Vet Physio and the handling of your data will comply with the General Data Protection Regulation (GDPR). In line with the Data Protection Act (2018), we pay annual data protection fees to the Information Commissioner's Office. The data collected is details including name, address, phone number, date of birth, email address, notes and comments made by the veterinary physiotherapist, and information held in files. This can include written communication, emails, photographs, and audio and video recordings. We do not need or store sensitive personal data, such as religion, ethnicity or criminal records. Information we may collect from our website includes, but is not limited to, the Internet protocol (IP) address, your login information, internet browser information, time zone, and information about your visit (including URL, date and time, products viewed, searches, errors, time on pages, and interaction on the page.

22. All data will be stored securely and kept for up to 7 years (professional requirement for insurance purposes) and will be used by Rawridge Vet Physio for communication with you. Paper records will be stored securely in locked storage and electronic records will be stored on secure password protected electronic devices and hard drive storage which is locked away in a fireproof safe that only the director of Rawridge Vet Physio has access to.

23. In holding and using data about you, we will comply with the provisions of the General Data Protection Regulation and the Data Protection Act 2018. In instructing us to treat your animal, you authorise us to use that data in the course of the work that we do for you. There may be instances where your information is shared with those involved with the treatment of your animal. Occasionally we may need to ask other organisations for information about you and your animal in order to meet our legal responsibilities and to provide a veterinary physiotherapy service. Your information may be shared to other organisations as permitted or needed by law, for example to allow them to perform their statutory duties or, where required, to avoid harm to yourself, other persons or your animal. We will, where specifically required, pass on to Insurers details of clinical histories and case records relating to yourself or your animal. In addition to our contractual services, we would like to process your Personal Information with your consent to send you information about other products and services available from us. You will be asked for your consent when you register with Rawridge Vet Physio, and we will refresh your consent on a regular basis. You can change your mind at any time and unsubscribe or subscribe by talking to Rawridge Vet Physio staff or by following the links on any marketing emails you receive.

24. Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

By booking a consultation, you are consenting to these terms and conditions.

If you have any questions, please feel free to contact Rawridge Vet Physio on: enquiries@rawridgevetphysio.co.uk or 07531 192952.



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