

TERMS AND CONDITIONS

Our Obligations to You

- Provide a professional service and ensure all welfare needs of the patient are met at all times.
- Observe and abide by the NAVP codes of conduct.
- Ensure professional insurance and membership is up to date and valid.
- Employ adequate health and safety measures in regard to the animal being treated.

Veterinary Consent

Veterinary Physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966 and Veterinary Exemptions Order 2015. Therefore, all clients **MUST** have a referral from their veterinary surgeon/ practice before physiotherapy treatment can start. If your animal has not directly been referred to us by your vet, we will need to contact your veterinary practice to acquire consent prior to your appointment.

Cancellations

Cancellations must be made at least **48 hours** prior to the appointment to avoid charges. The client will be liable to pay in full the cost of the physiotherapy treatment if a cancellation is made under 24 hours prior to the appointment, or if the appointment is a "no show". If cancelled within 48 hours, the client will be liable to pay 50% of the physiotherapy treatment fee. Cancellation fees must be paid to Charlotte Newman via BACS within 7 days of the cancellation. If cancellations or no-shows become a regular occurrence per customer, then treatment may be refused.

Privacy Policy

All client details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the NAVP Code of Conduct. Raybrook Veterinary Physiotherapy also complies with the General Data Protection Regulation (GDPR). Client personal details (name, address, contact details) are stored on secure storage devices while you are a client of Raybrook Veterinary Physiotherapy. Your details are only used for arranging veterinary referrals, for Raybrook Veterinary Physiotherapy to communicate with you about your pets appointments, to communicate with you or your vet about your dogs' therapy, and to complete any required insurance claim forms.

Payment

We accept cash payments and BACS bank transfers as acceptance of payment for treatment. **The full cost of treatment is to be paid on the same day.** If you are claiming for physiotherapy treatment from your insurance company, you must have referral from your veterinary surgeon. You will need to pay for treatments to Raybrook Veterinary Physiotherapy on the day of treatment and then we will then send an invoice to yourself for you to forward to your insurance company. Once this has been accepted, your insurance company will reimburse you for the costs of physiotherapy treatment.

By confirming your physiotherapy appointment, you are agreeing to the terms and conditions stated above.

Last amended 28/07/2025