

terms and conditions

1. Veterinary Referral

In accordance with the Veterinary Surgeons Act 1966 and the Veterinary Surgery (Exemptions) Order 2015, remedial physiotherapy treatment requires the consent of a veterinary surgeon who has examined the animal first. However, musculoskeletal maintenance for an animal with no clinical conditions and deemed as “healthy” does not require consent from a veterinary surgeon. Should the physiotherapist believe there are any signs of underlying conditions or injuries, maintenance sessions will cease and the animal will be referred to a veterinary surgeon for clinical examination.

2. Cancellation Policy

If the appointment needs to be cancelled, please do so as soon as possible. Cancellations made under 24 hours before the appointment and “no shows” will be **fully charged**. If the patient requires urgent veterinary treatment, presents with a contagious disease or illness (sickness, diarrhoea, new cough, parasites) please rearrange the appointment as the physiotherapist can refuse treatment.

3. Payment Terms

We accept cash in hand or bank transfer. An invoice will be sent following the session that is payable within 7 days. Payment must be made in full, and is expected to be paid during the appointment or within 7 days after. Failure to complete the

payment after 7 days will result in a late fee. Upcoming sessions will be delayed until the existing payment has been made.

4. Insurance

If you are claiming veterinary physiotherapy from an insurance company, please provide the referral form from your veterinary surgeon and proof of approval from your insurance company prior to the session. Payment will need to be made upfront. The physiotherapist will then send a claims form to the insurance company, where they will reimburse you the session cost.

5. Fuel Charges

Fuel charges will be applied based on the distance travelled by the physiotherapist. The cost is calculated by the distance on Google Maps from NN6 9Q*. The charges are as follows:

0-20 miles = free

20+ miles = £0.45 per mile

The fuel charge will be removed if **three or more** animals are receiving treatment in the same location.

6. Owner Responsibility

Owners must make sure their animal is clean and ready for treatment. For horses, their coats must be free from mud and hooves picked out prior to the session. Dogs must have a dry and clean coat prior to the session. Please ensure the animal is safely restrained and handled. If the physiotherapist believes the animal needs veterinary treatment or shows signs of aggression, the right is reserved to refuse further treatment. While the physiotherapist aims to provide a safe, professional service, the owner is responsible for their animal's behaviour.

7. Use of Images and Videos

During the session the physiotherapist may take photos and videos of your animal to use on their website or social media page. If you do not want any photos or videos to be taken of your animal, please let the physiotherapist know, and they will respect your privacy.

8. Data Protection and Confidentiality

All client details are strictly bound by the Client Confidentiality Law in the Veterinary Surgeons Act 1966 and NAVP code of conduct. Information will not be shared with third parties, with the exception of your veterinarian. More information on data protection and confidentiality can be seen in [Halle Mackman Veterinary Physiotherapy Privacy Policy](#).

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9. Agreement to T&C's

By booking an appointment with Halle Mackman Veterinary Physiotherapy, you have confirmed that you have read, understood and agreed to the Terms and Conditions. If you have any queries, please contact the physiotherapist before the appointment.