



# Veterinary Physiotherapy & Canine Rehabilitation

## Terms and Conditions

- ❖ Dogs may only be treated with the prior consent of their veterinary surgeon and we reserve the right to contact the dog's veterinary surgeon with any concerns regarding the dog's treatment
- ❖ Owners must inform us immediately if their dog's injury/condition worsens or if their veterinary surgeon has advised stopping/suspending rehabilitation
- ❖ Please inform us as soon as possible if your dog becomes unwell and is unable to attend. Dogs with infectious or contagious conditions such as diarrhoea, vomiting or kennel cough cannot be treated. Owners are advised to cancel all appointments with at least 24 hours' notice. Your dog must be symptom-free for 48hrs before attending the clinic again
- ❖ Bitches that are heavily in season may need to postpone treatment. This is individual to each case - please call to discuss
- ❖ Please ensure your dog's vaccinations are up to date and make sure this is filled in on the referral form. We do have a disclaimer form which is to be signed in the event of any unvaccinated dogs
- ❖ Please inform us as soon as possible if your dog is prescribed a new medication, exhibits any unusual signs of lameness, a change in behaviour or develops any new medical conditions
- ❖ Payment is required at the time of treatment
- ❖ Insurance claims: The physiotherapist will happily complete any insurance form so you may claim back the costs of treatment incurred (in line with your policy). Unfortunately, we cannot do direct claims with your insurance company. Please keep your receipts to send off with your claim form
- ❖ Cancellation and failure to attend:  
In the event of a cancellation, please give a minimum of 24 hours notice. Late cancellations and failure to attend will result in 50% treatment fee being charged (payable at the physiotherapists discretion).
- ❖ Late arrivals: clients arriving within 15 minutes after their appointment time will still be able to attend their session; however, please be aware that the session may need to be shortened so as not to inconvenience the next client
- ❖ Please keep your dog on a lead at all times whilst on the premises and when not undergoing treatment
- ❖ Covid-19: If you or any member of your immediate family are displaying any COVID-19 symptoms, please DO NOT attend your appointment and in accordance with Government advice, follow the appropriate self-isolation protocol
- ❖ Sarah Clemson Veterinary Physiotherapy & Canine Rehabilitation reserves the right to refuse treatment of any dog.
- ❖ Sarah Clemson Veterinary Physiotherapy & Canine Rehabilitation does not accept responsibility for any loss or injury, to human or dogs, that occurs when outside of their control.
- ❖ Occasionally video footage and photographs may be taken during the session. Content is for monitoring progress of your pet but may be shared with other veterinary health professional or used in other means such as teaching / training and website and / or social media content. If you DO NOT wish for images of your pet to be used please tell me.

I declare I have read and understood the terms and conditions set out by Sarah Clemson Veterinary Physiotherapy

Client signature .....

Date: .....

Please print name.....