



## **Terms and Conditions**

### COVID-19 Precautions

If you, or anyone in your household, is showing any COVID-19 symptoms or is required to isolate, please follow the government guidelines and stay at home. Please let me know and we will re-arrange appointments as necessary.

I will inform you and will not treat your animal if I am exhibiting any COVID-19 signs or am required to isolate due to potential exposure risk.

Social distancing and face covering rules will apply during treatment of your animal.

I will sanitise my hands and equipment before and after your appointment.

I will avoid touching anything other than your animal and my equipment during the appointment e.g., gates, door handles etc.

### General

All animals must be registered with a veterinary surgeon and the vet consent form completed and returned before or at the time of first appointment.

All assessment / treatment sessions are payable on the day of the appointment, including those to be claimed from insurance. Payment is accepted via cash, cheque or bank transfer.

If you need to cancel your appointment, please do this at least 24 hours beforehand This allows the appointment to be taken by someone else. Late cancellations will incur a fee.

Owners are required to notify The Animal Physiotherapist if an animal's condition worsens during a course of treatment, or if their vet advises that treatment is stopped or suspended.

For equine clients, where possible, please have your horse ready for the appointment with mud brushed off and clean hooves.

Dogs must be kept on a lead (and ideally a harness) and under control at all times in all locations.

If you have a reactive dog (to people or other dogs), please let us know prior to the first assessment so the experience can be kept as calm as possible for your dog.

I have read and agree to the terms and conditions listed above.

Signature:	Date:
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