**Terms and Conditions for New and Lapsed Clients**

**Welcome to KB Vet Physio**

**Introduction**

Thank you for choosing KB Vet Physio. By engaging in our physiotherapy services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully to ensure a clear understanding of your rights and obligations.

**Veterinary Referrals**

Unless your animal is completely healthy, has no history of injuries, illnesses, or conditions, and is being seen solely for maintenance purposes, a veterinary referral is a **legal requirement** under the **Veterinary Surgeons Act 1966** and **The Veterinary Surgery (Exemptions) Order 2015**.  
It is the client’s responsibility to arrange veterinary consent prior to the appointment. If an animal is presented without proper consent and is deemed unfit for physiotherapy, treatment may be refused and a charge may still apply.

**Nature of Physiotherapy**

Physiotherapy is physical in nature and involves extensive handling of your animal. Unless contraindicated, treats may be used to help build a reward-based rapport.  
It is the owner's responsibility to assess whether physiotherapy is suitable for their animal’s temperament before proceeding with treatment.

The extent of assessment and treatment carried out on each patient is individual to their abilities and may need to be spread across appointments for the comfort of your animal. From time to time there are adverse reactions that cannot be foreseen.

**Client Responsibilities**

Clients are expected to:

* Provide a completed veterinary referral form and relevant medical history, where appropriate, before booking an appointment.
* Arrive punctually and park in the designated space. Late arrivals may result in a shortened session.
* Present animals in a suitable condition for treatment (e.g., clean, toileted, hydrated, and relaxed).
* Keep dogs on lead at all times unless told otherwise.
* Clearly communicate any additional needs **before** the appointment(e.g., dietary, behavioural, or mobility-related).
* Ensure their animal has the necessary training and handling ability to undergo a hands-on assessment.
* Follow the physiotherapist's instructions during sessions. If an animal shows excessive stress or aggression, the session may be stopped, and full charges may still apply.
* Provide and appropriately train their dog to wear a muzzle if required. KB Vet Physio does not supply muzzles.

**Payment Terms**

* Payment is due on the day of the appointment via cash or card.
* Late payments may incur additional fees.
* Payments will **not** be accepted directly from insurance companies.

**Cancellations and Refunds**

* Cancellations made within **48 hours** of the appointment will be charged in full.
* Extenuating circumstances may be considered; supporting evidence may be requested. Hot weather **does not** count as an extenuating circumstance.
* No refunds will be issued for services already rendered.
* All cancellations must be communicated in writing or via the online booking portal.

**Confidentiality**

* All personal information will be handled with care and will not be shared with third parties without your consent, unless legally required.
* KB Vet Physio complies with the **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.
* By agreeing to physiotherapy services, you consent to the use of your data in the course of delivering care.

**Insurance Claims**

* Many insurance companies reimburse physiotherapy costs, but it is the **client’s responsibility** to check their policy in advance.
* A flat **£10 administration fee** applies for each claim submitted.

**Evidence and Case Filing**

* Photos and videos may be taken during sessions to monitor progress and may be shared on KB Vet Physio's social media.
* If you prefer these images not be shared publicly, please inform Katherine.

**Complaints**

If you have any concerns or complaints regarding the services provided, please raise them directly with Katherine in the first instance.

**Contact Information**

For any questions or concerns regarding these terms and conditions, please contact me at:

*Katherine Brown*

*07896465839*

[*kbvetphysio@outlook.com*](mailto:kbvetphysio@outlook.com)

**Thank you for trusting KB Vet Physio with the care of your animal. I look forward to supporting your animal’s health and wellbeing.**