



# Terms and Conditions for Living Free Physiotherapy Services

*By submitting the relevant consent and/or referral form(s), the client/owner agrees to the following terms of service:*

- I. The owner understands that it is their responsibility to obtain the appropriate veterinary referral, prior to veterinary physiotherapy intervention. According to The Veterinary Surgeons (Exemptions) Order 2015, a veterinary physiotherapist can only treat animals with a valid veterinary referral. The Living Free Physiotherapy 'Veterinary Referral & Consent Form' must be returned in full via e-mail
- II. For human physiotherapy, the client understands a written consent form must be returned in full via e-mail, prior to commencement of physiotherapy intervention
- III. The client/owner is required to notify Emily as soon as possible if their/their pet's condition worsens, or if their vet/doctor advises to pause or stop physiotherapy
- IV. Whilst every care is taken during each physiotherapy appointment and for each management plan, clients/owners accept that physiotherapy is undertaken entirely at their own risk to themselves/their pet
- V. Living Free Physiotherapy reserves the right to refuse physiotherapy to any pet/person the physiotherapist feels would endanger the physiotherapist, themselves (the patient) or others through nervousness/aggression, at the full cost of the appointment
- VI. All animals must be up-to-date with vaccinations, and flea and worming treatments prior to any appointment
- VII. Living Free Physiotherapy reserves the right to refuse treatment to any animal/person with any contagious condition. This may include but is not limited to: ear, eye or skin infections; gastric upset; kennel cough; hookworm and fleas. The client/owner is advised to cancel their appointment at least 48-hours in advance and until the condition is 48-hours clear. Cancellation conditions as listed below, apply
- VIII. Throughout treatment, Emily may offer owners' pets small treats as a reward for their co-operation. Please let Emily know on arrival if this would not be suitable for your pet due to allergies or other dietary requirements
- IX. Pets must be clean, brushed, as dry as possible and toileted prior to their appointments. The client/owner agrees to clean up any accidents made by the patient and accepts there may be relative cleaning fees to cover the cost of any soiled or damaged equipment as a result
- X. Charges for initial physiotherapy assessment, including any mileage costs (£0.50 per mile outside an 8-mile radius of Handforth), will be payable at least 48-hours prior to the scheduled appointment. The client will be informed via e-mail of the total amount payable. Please be prepared to pay via payment link or bank transfer (details of which



will be sent to the client/owner directly via e-mail). Once payment is received, the reserved appointment will be confirmed by Emily. Thereafter, each physiotherapy follow-up appointment, including any mileage costs (£0.50 per mile outside an 8-mile radius of Handforth), is payable upfront to secure the appointment, either by bank transfer, payment link or cash. Both the initial physiotherapy assessment and follow-up appointments are non-refundable and non-transferrable

- XI. Block bookings/appointments are also non-refundable, non-transferrable and are to be used within 6 months of purchase
- XII. The clients/owners understand it is their responsibility to fully review their insurance policy documents and understand the limitations of what is covered, prior to confirming their appointment(s) with Living Free Physiotherapy
- XIII. It is the responsibility of the client/owner to contact their insurers regarding reimbursement for physiotherapy intervention. Living Free Physiotherapy will not complete claims on the client/owner's behalf. However, please inform us via e-mail if receipts as proof of payment are required to support the claim. Please be aware that in some instances the client/owner will need their vet to countersign the claim form for physiotherapy intervention
- XIV. If, during any physiotherapy appointment, a previously unknown issue is identified (e.g. any further medical concerns or lameness outside what has been referred), physiotherapy intervention may not be deemed appropriate. In this instance it is imperative for the safety and health of the patient to be referred/sign-posted to the most appropriate care professional instead. This may be the local Emergency Department, GP or veterinarian. The client/owner acknowledges that the full cost of the appointment will still stand

### *Cancellation Policy*

- XV. A full 48-hours notice prior to the scheduled appointment is required to rearrange or cancel, otherwise the client/owner will forfeit the full appointment price. As a small business, this allows sufficient time to find another client that can fill the slot. Only in the event of exceptional circumstances, may it be possible to reschedule an appointment within the same week, at the discretion of the physiotherapist. We appreciate unforeseen circumstances however we have known clients to take advantage of the service
- XVI. Although Living Free Physiotherapy understand people are only human, the client/owner also accepts that missed appointments are also charged in full. It is expected that the client/owner will check their e-mail junk/spam folder for any correspondence
- XVII. The client/owner is encouraged to please contact Emily via e-mail if they are unable to attend their appointment, for whatever reason, as soon as possible. Please do not rely on social media to change an appointment as those messages may not be received immediately



- XVIII. Living Free Physiotherapy reserves the right to cancel any appointment at short-notice for legitimate reasons. This may be due to travel limitations, poor weather conditions, equipment failures, maintenance issues, illness or family/personal emergency. In the event of this, Emily will do her utmost to ensure the client/owner(s) are informed as soon as possible, via phone-call, text message or e-mail. The client/owner(s) will then be offered to reschedule their appointment(s) at the earliest opportunity
- XIX. Living Free Physiotherapy will endeavour to be punctual to all appointments, however due to the nature of a mobile clinic, this may not always be possible. If it is likely that Emily will arrive later than scheduled, it is asked that the clients' check their e-mail/phone for a notification that will inform them of this

### *Privacy Policy*

- XX. Living Free Physiotherapy will need to hold details of the client/owner's veterinarian/GP should any concerns need escalating and onwards referral, for the safety of the patient
- XXI. All data, including necessary formal records and documentation is treated confidentially and stored in accordance with the principles of the General Data Protection Regulation (GDPR), 2018. Living Free Physiotherapy endeavors to do its best to protect clients' personal data. However, it cannot guarantee the security of data transmitted via the internet. Transmission of such information over the internet is not always entirely secure and is done at the client's own risk
- XXII. No personal information or data will be shared with a third-party unless absolutely necessary, for the safety of the patient or public. Data may only be shared with other relevant professionals, such as the police, should a safeguarding or legal issue arise
- XXIII. Cookies are small text files placed on users' device browsers by websites when they visit and/or when using some website features. Cookies may remember certain information, personalise the user experience and track browsing history. It is recommended that the user ensures their internet browser is up-to-date and that they seek guidance from the browser developer if they are concerned regarding privacy/security settings
- XXIV. The client/owner is aware that on submission of the relevant consent and/or referral form(s), they are also submitting consent to be on the Living Free Physiotherapy mailing list and may receive appointment reminders, marketing e-mails and any other relevant correspondence. They are aware they may request to unsubscribe at any time
- XXV. Living Free Physiotherapy reserves the right to take photographs and/or video footage of the patient, with consent, during appointments for treatment records. These may also be used as a marketing tool to promote the Living Free Physiotherapy service, with the client/owner's consent. If the client/owner would prefer not to have photographs/videos taken for any reason please notify Emily on arrival

*For any questions, please contact Emily at Living Free Physiotherapy directly via e-mail*