



Golding Veterinary Physiotherapy (GVP) T&C's:

1. Veterinary Physiotherapists treat under **veterinary referral** in accordance with the **Veterinary Surgeons Act 1966**. The Veterinary Surgeons (Exemptions) Order 2015 specifies that 'treatment by Physiotherapy requires delegation by a Veterinary Surgeon who has first examined the animal'. Therefore, all clients with animals who are currently under veterinary care or are deemed to have a lameness **must** have an appropriately detailed and signed Veterinary Consent Form from their registered Veterinary Practice and/or specified Veterinary Surgeon before the commencement of Physiotherapy treatment. In cases where direct referral has not been sought by the client's Veterinarian and instead by the client themselves, GVP will contact your Veterinarian prior to the initial appointment.

Given this, recent updates in law specify that Veterinary Consent is not required in cases where an animal is deemed healthy and treatment is intended for the general maintenance and/ or performance of the animal.

2. When signing Veterinary Consent, you are confirming that you are the legal owner or loaner of the animal in which the Veterinary Consent is attached to. You are declaring that all information provided on the form is to your knowledge, wholly correct. We also ask that you keep GVP informed of any developments or changes in your animal's condition or behaviour, this includes changes in Veterinary Practice, recent veterinary appointments or alterations to treatment plans and/ or medications.
3. You must take full responsibility in declaring and warning the Physiotherapist toward known and potentially dangerous or harmful behaviours which may be elicited by the animal receiving treatment.
4. GVP has the right to **refuse** Physiotherapy treatment if it is deemed that the specified animal requires Veterinary intervention prior to Physiotherapy OR if the animal is considered a danger towards the attending therapist.
5. GVP reserves the right to **contact your animal's Veterinary Surgeon** to discuss clinical findings or notes where appropriate and share these documents at any time to provide updates on your animal's condition. Given this, GVP does not share any information with third parties, with the exception of your Veterinary Practice without prior verbal or written permission.
6. Photos and videos may be taken during Physiotherapy treatments as a method of monitoring and documenting changes in the animal's condition. With the permission of the Owner, these photos and videos may be used on GVP's social media. If you specifically would not like images of your animal shared on social media, please consult GVP's director, Imogen Golding.
7. **Cancellations** should be made at least **24 hours** prior to the arranged appointment date to avoid charges. Should GVP find the time of cancellation insufficient (under 24hrs notice), the client is liable to pay the full price of the treatment fee.

Consideration will be made against the reasons for cancellation in exceptional circumstances. However, if the specified animal has contracted or is showing signs of **illness or contagious disease YOU MUST** reschedule the arranged appointment. This will not incur a charge.

8. BACS is GVPs' preferred payment method, invoices will be supplied prior to, or after appointment specifying the payable amount. However, cash will be accepted. We ask that payment is made prior to, during or within 48hrs after the appointment date. Should payment be delayed, a 10% fee will be charged for each 7 days past the appointment date.
9. If you are claiming for Physiotherapy treatment from your insurance company, you must have received a Veterinary Consent/ Referral Form from your Veterinarian and have received approval from your Insurance Company prior to the commencement of Physiotherapy treatment. Payment for appointments will still be required up front.

Requirements before Physiotherapy treatment:

- You **MUST** provide a suitable and safe area for Physiotherapy treatment to take place that is familiar to your animal.
- Please ensure horses are brought in from the field 15 minutes prior to the allotted appointment time.
- Animals must be sufficiently dry and clean before the start of the appointment- this includes mud and excrement.
- All clients must provide adequate and safe restraint devices for the specified animal, this includes collars/ harnesses and leads for canine clients and head collars/ lead ropes for horses that are in a safe, usable condition.

STATEMENT:

I hereby agree to the terms and conditions stated above and willingly comply with the specified information. I can confirm that I have read and understood the content of this document.

SIGNED:.....

PRINT:.....

DATE: