

## Animal Rehabilitation

**TERMS AND CONDITIONS**

1. The IRVAP requests that ALL practitioners are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966. Therefore, all clients MUST have a referral from their veterinarian before treatment. If your animal has not directly been referred to PIVOTAL Animal Rehabilitation by your veterinarian, your veterinarian will be contacted to acquire a referral prior to your appointment.
2. Cancellations must be made at least 24 hours prior to the appointment to avoid charges. The client will be liable to pay half the price of the treatment fee if a cancellation is made under 24 hours prior to your appointment, or if the appointment is a "no show". However, if your animal has an illness or contagious disease you MUST reschedule your appointment. You will not incur a charge in this situation.
3. PRIVACY POLICY & GDPR - All of the client's details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the IRVAP code of conduct. PIVOTAL Animal Rehabilitation also complies with the General Data Protection Regulation (GDPR).
4. PIVOTAL Animal Rehabilitation reserves the right to refuse treatment if the animal requires veterinary treatment prior to a session, or if the animal is considered a danger to the physiotherapist..
5. Cash, PAYPAL and BACS are the only payment methods accepted. Please note that payment in full is required at the time of consultation, otherwise late payment fees may be added if the reasoning has not previously been discussed and agreed upon.
6. 6. If you are claiming for treatment from your insurance company, you must have a referral from your veterinarian and approval from your insurance company prior to treatment. You will have to pay for appointments up front and then claims will be payable to you. Once this has been accepted, your insurance company will reimburse you for the costs of treatment (some insurance companies have a limit of cover - please check this.)
7. For equine clients, when possible, please present your horse with mud brushed off and clean hooves, and please be aware that your horse will need to be viewed dynamically on arrival.
8. For canine clients, please have your lead available and a clear area where your dog can have treatment lying down. Please be aware that if the physiotherapist deems it necessary, you may be asked to fit a muzzle on your dog for treatment.

To confirm your agreement to the terms and conditions stated above, please sign and date below:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed: \_\_\_\_\_