

Last amended 01/11/2023



RawPhysio Terms and Conditions

Our Obligations to You

- Provide a professional service and ensure all welfare demands of the patient are met at all times.
- Observe and abide by the NAVP codes of conduct.
- Ensure professional insurance and membership is up to date and valid.
- Employ adequate health and safety measures in regards to the animal being treated and the premises.

Veterinary Consent

Veterinary Physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966 and Veterinary Exemptions Order 2015. Therefore, all clients **MUST** have a referral from their veterinary surgeon / practice before physiotherapy treatment can start. If your animal has not directly been referred to us by your vet, we will need to contact your veterinary practice to acquire consent prior to your appointment.

Cancellations

This must be made at least **24 hours** prior to the appointment to avoid charges. The client will be liable to pay 50% the price of the physiotherapy treatment fee if a cancellation is made under 24 hours prior to your appointment, or if the appointment is a "no show". An initial session is £45, therefore a £22.50 charge will be made, a follow-up is £40 and hydrotherapy sessions £45, therefore a £20 and £22.50 charge will be made. If cancellations or no-shows become a regular occurrence per customer, then treatment may be refused.

Privacy Policy

All client details are strictly bound by client confidentiality law within the Veterinary Surgeons Act 1966 and the NAVP Code of Conduct. RawPhysio also complies with the General Data Protection Regulation (GDPR). Client personal details (name, address, contact details) are stored on secure storage devices while you are a client of RawPhysio. Your details are only used for arranging veterinary referrals, for RawPhysio to communicate with you about your pets appointments, to communicate with you or your vet about your dogs' therapy, and to complete any required insurance claim forms.

Payment:

We accept cash payments, card payments and BACS bank transfers as acceptance of payment for treatment.

The full cost of treatment is to be paid on the same day. Full session costs can be found on our website under 'treatment prices'. For mobile veterinary physiotherapy treatments, fuel charges will be applied as an addition to the cost of the session, these will vary from the distance travelled and will be calculated and mentioned prior to the session commencing.

If you are claiming for physiotherapy treatment from your insurance company, you must have referral from your veterinary surgeon and approval from your insurance company prior to physiotherapy treatment. You will need to pay for treatments up front and then we will then send a claims form to your insurance company for you. Once this has been accepted, your insurance company will reimburse you for the costs of physiotherapy treatment.

By confirming your physiotherapy appointment you are agreeing to the terms and conditions stated above