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TERMS AND CONDITIONS

Thank you for choosing Paws to Ponies Vet Physio for your pet's physiotherapy sessions. This document represents your contractual agreement with Paws to Ponies Vet Physio and we therefore kindly ask that you read through the contents carefully, then sign and date at the bottom of the form.

Health

1. Horses will not be treated without referral from their veterinary surgeon.
2. Whilst every care is taken of your pet whilst undergoing treatment, all horses receive physiotherapy treatment at their owner's risk.
3. Owners are required to notify us if, during the course of treatment, the horses existing condition or injury worsens, if they suffer a new injury or condition or if your vet advises that the treatment is stopped or suspended.
4. If the Physiotherapist thinks that your horse is too unwell on the day treatment will not commence. Unfortunately, you will be charged £30.00 for the session due to it being classed as a cancellation simply to cover our time and travel costs.
5. Horses with infections or contagious conditions, cannot be treated. Owners are advised to cancel all appointments with at least 24 hours' notice, until the condition is clear. Normal cancellation conditions apply.

Payment & Cancellations

6. Owners are responsible for payment for physiotherapy sessions. The fees are currently:-
 - Physio session- £65.00
 - Standalone Electrotherapy session - £30
7. Deposits of £20 must be made upon booking to secure your session slot. These are non-refundable. The remainder cost of the treatment to be paid on the day.
8. Cancellations must be made with 24 hours' notice. Where 24 hours' notice is not given full payment for the session will apply.
9. If you are late for your session your horse may not have the opportunity to have their session and you will be charged £30.00 for the session.

10. If, at the initial consultation your therapist deems your pet unsuitable for treatment there will be a charge of £30.00 instead of £65.00.

Miscellaneous

11. The therapists reserves the right to refuse treatment of any horse if they deem it inappropriate or unsafe to do so.

12. Horses are to be presented in a clean and dry manor, any horses that are wet or covered in mud will not be treated and you will be charged fully for the session to cover our time and travel costs.

Photography/media

13. Photographs and videos may be taken of your pet for our website or Facebook page. If you do not want your horse's pictures/videos to go on our website or social media pages please tick this box:

I do NOT want my horse's picture/video to go on the website/social media pages

HORSE NAME:

CLIENT SIGNATURE:

CLIENT NAME (PLEASE PRINT):

DATE: