

Rebecca Flecknor Bsc (Hons), Veterinary
Physiotherapist

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Terms and Conditions

This document sets out the terms upon which we carry out veterinary physiotherapy work for our customers. This is an important document. These terms and conditions apply not only to current work but also to all future work unless we write to you amending the terms.

1. Office Hours: The office is open from 9am to 6pm, Monday to Friday and 9-12pm Saturday, excluding Public/ Bank Holidays.

2. Treatment Hours: These will be determined by caseload and will be confirmed with you at time of booking.

3. Client Confidentiality: The physiotherapist/client relationship is founded on trust and in normal circumstances we will not discuss or disclose to any third party any information about a client or animal without either express or implied consent.

4. Ownership of records: We retain, as our property, all clinical records. Any veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records, but only upon the request or consent of the client.

5. Insurance: We support the principle of insuring against unexpected accidents or illnesses. However, we would respectfully remind you that our terms of payment still apply, and that the contract with the insurance company is between the client and the insurance company only. Therefore, Willow Veterinary Physiotherapy will only accept payment within the timeframe stated in the payment terms (see 8).

6. Fees: We calculate our fees on any consumables used, professional time and opinion. Fees will be listed on a detailed invoice which will be produced after treatment. Prices will be subject to an annual review on 1st January.

7. Cancellation Policy: We understand that there may be extenuating circumstances forcing you to cancel your appointment. In other circumstances, if you cancel with

less than 48 hours' notice, we reserve the right to charge the full price of the appointment charge, unless the space can be filled.

8. Payment terms: Paid in full within 7 days of invoice. Accounts may be paid by guaranteed cheque, cash or BACS. If using BACS, see invoice for details, or please contact our office on 07999452206 for our bank details.

9. Any cheque returned, or any cash found to be counterfeit made as full or part payment of an invoice, will be added back onto the account.

10. Complaints: Our aim is to provide a first-class service. However, should you wish to discuss any problems you may have with our services, we ask you, in the first instance, to address such issues to Rebecca Flecknor.

11. Data Protection: In holding and using data about you, we will comply with the provisions of the General Data Protection Regulation and the Data Protection Act 2018. In instructing us to treat yourself or your animal, you authorise us to use that data in the course of the work that we do for you. We will, where specifically required, pass on to Insurers, details of clinical histories and case records, relating to yourself or your animal. We will not divulge your details to other agencies.