



## Terms & Conditions

This document sets out the terms upon which we carry out physiotherapy work for our customers. This is an important document. Please keep it in a safe place for future reference. All animals will be seen in accordance with the Veterinary Surgeons Act 1966 and Exemptions Order 2015. ARC Veterinary Physiotherapy reserves the right to refuse treatment if it is deemed to be either inappropriate or unsafe (for example; in the presence of undiagnosed lameness, infectious disease, and other health or behavioural concerns).

### **Payment Terms:**

Paid in full on the day of treatment. Payments may be paid by cash or BACS. Card payments and cheques are not currently accepted. We reserve the right to pursue any unpaid accounts in any manner that is deemed appropriate. This may include the use of debt collection services and civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective client. Failure to comply with the payment terms may result in withdrawal of our services, which you will be provided with a notice of such in writing.

### **Cancellation Policy:**

We understand that extenuating circumstances can force you to cancel your appointment. However, in other circumstances if you cancel under 24 hours notice of your appointment, we reserve the right to charge the full fee.

### **Insurance:**

We will not make insurance claims on behalf of the client. Veterinary referral is a requirement if the owner wishes to make a claim for their physiotherapy appointments on their animals' insurance. We support the principle of insuring against unexpected illnesses or accidents; however, we would respectively remind you that the payment terms still apply and any claims should be made by the client directly with their insurance company. ARC Veterinary Physiotherapy can fill out the relevant sections of insurance paperwork as required by the client.

### **Fees:**

Charges for the services will be specified by type of service, distance of travel, and appropriate discounts. Once a quote has been confirmed and accepted, you agree to follow the terms outlined in the payment terms. Any advertised offers or discounts that the owner would like to redeem must be discussed at the time of booking. ARC Veterinary Physiotherapy will ensure that all prospective clients are fully informed of any excess travel costs if they are located over the 20-mile radius of IP7.

### **Data Protection and Privacy:**

In holding and using data about you (including name, address, contact details, and pet details), we will comply with the provisions of the Data Protection Act 2018 and the General Data Protection Regulations. The data collected will be used as a record of your animal's treatment and changes that may occur. You have the right to request access to your data, request corrections, or deletion at any time. Information will only be shared with your animal's vet or other veterinary professionals involved in their care for the purposes of keeping them informed. We will not divulge your details to any other agencies except for debt collection purposes.