

Terms and Conditions:

COVID-19:

- If you, or anyone in your household, is showing any COVID-19 symptoms, please follow the government guidelines and stay at home.
 - Please avoid touching gates, fences, wandering about the premises unnecessarily. Do not touch the horses. Please be mindful that this is also my home, and I that I have a vulnerable person shielding with me.
 - If you need to take your dog for a walk for toileting prior to or following treatment, please avoid walking in the direction of my neighbours' homes, or using the driveway of the farm across the road. Go in the opposite direction, but avoid touching the horses in the field. Keep your dog on a lead. Several of my neighbours are also vulnerable.
 - Send me a text or Whatsapp message when you have arrived for your appointment and wait inside your car. I'll message you when I'm ready for you to bring your dog.
 - Atm, I'll be avoiding letting people come inside with their dogs wherever possible. For the rare exceptions, (and this will be by prior arrangement) those of you who must come in with your dogs will be asked to wear a mask, wash hands when you come in. For everyone else, once you've handed over your dog, please return to your car and wait there until I message for you to come and retrieve him or her. For those paying in cash, I'll have my wee money box ready for you to drop your envelope into.
 - As soon as your dog comes inside with me I'll swap collar and lead for my own, shower as usual. I'll be disinfecting the area where I hang dogs' collars & leads after each dog leaves.
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- If an appointment is missed or cancelled without at least TWO DAYS notice, 50% of the fee will be charged, regardless of the reason.
 - All courses of treatment, including those to be claimed from insurance, must be paid for on the day of treatment. Please put cash in an envelope with your name on it, or make a bank transfer.
 - No animal will be treated without the prior authorisation of their veterinary surgeon
 - Owners are required to notify The Veterinary Physiotherapy Clinic if an animal's condition worsens during a course of treatment, or if their vet advises that treatment is stopped or suspended.
 - Owners are requested not to feed their dogs for four hours prior to hydrotherapy.
 - Owners are requested to pick up after their animal's droppings whilst on the premises and its surrounding environment. Poo bags & poop scoop are available. You may use the GREEN general waste bin next to the gate, please DO NOT use the brown bin, it's for garden waste.
 - All dogs must be kept on a lead
 - Please do not allow your dog to trample borders
 - The Veterinary Physiotherapy Clinic cannot be held responsible for any loss or damage to vehicles or personal property whilst on company premises.

I have read and agree to the terms and conditions listed above.

Signature:

Date: