

Bucks Veterinary Physiotherapy
Flora Peratopoulos (BSc) NAVP
Email: admin@bucksvetphysio.com
Phone: 07837756751
Website: www.bucksvetphysio.com



Terms of service

By confirming your appointment, you are agreeing to our Terms of Service stated below:

- i. We require a completed 'Veterinary Referral Form'. According to The Veterinary Surgeons (Exemptions) Order 2015, an animal therapist can only treat animals by veterinary referral.
- ii. Treatment fees are payable at each session in cash or by BACS.
- iii. Many insurance companies will reimburse costs for veterinary physiotherapy; however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments.
- iv. Cancellation conditions - a full 24 hours cancellation notice is required or you are liable to pay the full treatment price. Missed appointments must be paid in full.
- v. We reserve the right to cancel any appointment due to illness or injury.
- vi. Appointment sessions last from 1-2 hours in total; including assessment and treatment
- vii. You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.
- viii. We reserve the right to refuse treatment or to refer the animal back to the vets if the veterinary physiotherapist deems it necessary.
- ix. We reserve the right to refuse treatment to any pet we feel would endanger the therapist through nervous aggression.
- x. Whilst every care is taken during treatments, pets do so entirely at their own risk.

xi. We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our centre. If you would prefer not to have photographs/video taken of your pet for any reason please notify us when you arrive for your appointment.

xii. We comply by the Data Protection Act 2018 regarding holding and using your data. Data will only be shared with your veterinarian and other paraprofessionals with your consent.

xiii. Office hours are from 9am-5pm Monday-Friday excluding public/bank holidays. Any communication through emails, texts or phone calls will be within these hours.

For more information please visit www.bucksvetphysio.com