



TERMS AND CONDITIONS

07878944567

fpvetphysio@outlook.com



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. These terms and conditions apply not only to current work but also to all future work unless we write to you amending the terms. In this document and in any correspondence with you, "Director" means Francesca Leaning, "We" and "Our" means Francesca Page Veterinary Physiotherapy and "You" means the person who is our customer or, if more than one person, those persons who together are our customer. Where we act for two or more customers jointly it is on the understanding that we are authorised to act on instructions of either, both or any of them.

1. **Office Hours:** The office is open from 9am to 5pm, 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. Please refer to our Privacy Policy for further information.
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. Direct payments to us from an insurance company may only be agreed by express permission of one of the partners.
6. **Fees:** We calculate our fees on any consumables used, professional time and opinion. Should a written report be requested, we reserve the right to make a charge for this commensurate with the complexity of the report and information required. 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. **Scottish clients:** Payment is required at the time of booking, if you cancel within a week of your appointment, we reserve the right to charge the full price of the appointment unless your space can be filled. If you cancel within 2 weeks of your appointment, we reserve the right to charge 50% of the appointment price, unless your space can be filled.

LODGE FARM COTTAGE
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ELKINGTON
NORTHANTS
NN6 6NG



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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 07878944567 for our bank details.
9. Any queries on your account should be raised with us within 14 days of the date of invoicing.
10. 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 and will incur additional charges in the way of administrative costs and bank charges, and may then be subject to a 2.5% interest charge. We reserve the right to pursue any unpaid accounts in any manner we deem appropriate. This may include the use of a debt collection service or civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective client. For failure to comply with our payment terms we reserve the right to withdraw our services and will give notice of this in writing.
11. **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 the Director.
12. **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 except for debt collection purposes.