



Canine Dynamic Massage Therapy Terms and Conditions

1. Appointment

You appoint Rebecca (Becky) Coates, trading as Canine Dynamics Massage Therapy (herein known as Canine Dynamics), as your provider of Clinical Canine Massage Therapy. The services will start on the date set out by mutual agreement, confirmed via email. By appointing Canine Dynamics as your provider you agree to the terms and conditions set out in this document.

Your appointment date and time will be confirmed with you at the time of booking by email and text message.

Unless otherwise specified your appointment will be at your home address.

2. Fees

You agree to pay the fees during the term of this Agreement. All bookings must be paid in full before or immediately after treatment. Payment is completed through a BACS transfer or secure electronic payment system called Stripe, or PataPay. Cash is accepted on the day of treatment. Cheques will not be accepted.

Invoices will be emailed to you after each treatment.

For insurance claim cases, Canine Dynamics still require payment from you and will provide an invoice/receipt for use against any insurance claim you may make.

Failure to comply with these payment terms may result in future bookings being declined.

Appointments rescheduled due to a delay, illness, emergency or error on the part of Canine Dynamics will not be charged.

3. Cancellations

There will be no charge for cancellations made with more than 24 hours notice.

Cancellations made with less than 24 hours notice will be charged 50% of the appointment fee.

Cancellations on day of appointment/or missed appointments will be charged at the full appointment cost, payable before further appointment bookings.



4. Services

Initial consultation and treatment - This includes an introductory consultation (inc. lifestyle, behaviours, diet, health and medical history) gait and postural analysis, preliminary palpation and muscular health examination, customised clinical canine massage treatment and homecare advice. Appointment lasts up to 90 minutes and costs £50.

Follow up treatments/Maintenance treatments – This includes a review of your dog's progress since last treatment including changes in gait, posture and behaviours, palpation and muscular health examination, customised clinical canine massage treatment and aftercare advice. Appointment lasts up to 60 minutes and costs £45.

Clients living outside a 10-mile distance from Stotfold may incur a travel fee which will be agreed at the time of booking.

5. Animal requirements

Before an appointment:

Please allow at least 2 weeks between a massage treatment and a vaccination/vaccination booster, as well as any dermal applications such as flea and worm treatments.

Please do not;

- feed your dog within two hours of their appointment
- exercise them within an hour of their appointment.

Please keep your pet clean and dry before an appointment.

Before your dog's appointment please ensure they have had adequate opportunity to relieve themselves.

Please notify Canine Dynamics of any medical changes to your dog *before* a treatment session as this may be a contraindication for massage. Medical changes may include but are not limited to the following:

- Open wounds and swelling
- Lethargy and fatigue (out of their normal behaviour)
- Recent accident or injury (separate from referral condition)



- Increased pain levels and discomfort – due to new or unknown injury or condition.

Any dog presenting with medical changes as well as contagious diseases, sickness, diarrhoea or flea infestation will not be treated, but the appointment may be charged in full. Please contact Canine Dynamics as soon as possible to rearrange your appointment if the above occurs. Please also refer to section 3. Cancellations above.

6. Your Obligations

In agreeing to these terms and conditions, you confirm that you are the legal owner of the dog referred for treatment and that all information provided is correct.

In accordance with the Veterinary Surgeons Act, 1966 and Exemption order 2015, Veterinary consent must be obtained before treatment. Patients will not be seen before the completion of a veterinary consent form (this must be provided to Canine Dynamics prior to the booked appointment). Canine Dynamics Massage Therapy reserves the right to stop or pause treatment and request an updated veterinary consent where a new condition is developed and/or there is a deterioration in an existing condition. If at any point your veterinary surgeon advises that massage treatment should be stopped or suspended it is the owner's responsibility to notify Canine Dynamics.

By engaging the services of Canine Dynamics Massage Therapy, the client agrees that all information provided regarding their dog's behaviour, history and any relevant circumstances is truthful, accurate, and complete to the best of their knowledge.

The client acknowledges that withholding, misrepresenting, or failing to disclose pertinent details, such as previous aggression, medical conditions, or behavioural concerns, may pose a significant risk to the safety of the therapist, client and dog. Canine Dynamics reserves the right to decline treatment.

I may provide you with information and advice regarding services and products for your pets; however, you will be responsible for purchasing such services and products on your own behalf and I accept no liability with regards to such services and products.

7. Privacy, Confidentiality and Data Protection

The personal data that Canine Dynamics collect about you will include data relating to your name, address, contact details, and the health/clinical history of your animal. In agreeing for Canine Dynamics to treat your pet, you authorise Canine Dynamics to use that data for the course of the pets treatment program.



Client records are held and used in accordance with General Data Protection Regulations 2018 (as amended) and will be stored securely and kept for up to 7 years.

Information will be shared only with your animal's vet or other veterinary professionals involved in their care for the purposes of keeping them informed on patient progress and changes. Under normal circumstances, no client or animal information will be disclosed to any other third party, without explicit or implied consent.

8. Photographs, Videos and written materials

Canine Dynamics may take photos and videos of your pet for assessment and monitoring purposes and to promote the benefits of Canine Dynamics services via online and printed media. These are not to be shared online or with any third party without both Canine Dynamics and client agreement.

All communication from Canine Dynamics is confidential and intended for the sole use of the addressee. It is forbidden to share any emails, messages, exercise plans, handouts or other materials provided by Canine Dynamics with any third party, without prior written consent.

9. Complaints

Canine Dynamics aims to provide the best service possible to the client and their pet. In the unlikely event that there is any problem with the service, please contact me and tell me as soon as reasonably possible. I will use every effort to resolve the problem as soon as reasonably practicable provided it relates to the service.

10. Insurance and Ethics

Becky Coates is a member of the Canine Massage Guild and is fully insured via Balens Canine Massage Guild Group policy.

Canine Dynamics abides by the [Mission and Code of Practice - Canine Massage Guild](#)