TERMS & CONDITIONS

1. Animals require prior authorisation from their Veterinary Surgeon before treatment.

2. If your animal is suffering from an infectious or contagious disease treatments will be suspended.

3. Owners are required to notify 2Tracks if the patient’s condition worsens or if the Veterinary Surgeon advises treatment should be stopped or suspended.

4. 2Tracks reserves the right to use videos and photographs taken during treatment sessions. Permission will be requested if these may be seen by the general public.

5. 2Tracks does not take any responsibility for any accident/injury sustained by the animal’s handler.

6. Whilst every care is taken of the animal undergoing treatment, all animals receive treatment at their owner’s risk.

7. Owners must take full responsibility in declaring and warning the physiotherapist against potential dangerous or harmful behaviours which may be elicited by the animal in question.

8. For **equine** clients, when possible, please present your horse with mud brushed off and clean hooves.

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9. For **canine** clients, please have your lead available and a clear area where your dog can have physiotherapy treatment lying down.

10. 2Tracks reserved the right to refuse physiotherapy treatment if the animal requires veterinary treatment prior to physiotherapy, or if the animal is considered a danger to the physiotherapist. In both of these cases the client will be liable to pay £20 callout fee. However, this fee will be taken off your next appointment if one is booked.

11. Privacy Policy: 2Tracks will not pass on any information to any third party, apart from the client’s own Veterinary Surgeon and physiotec database; all information will be maintained in accordance with the Data Protection Act. Personal data that we collect about you will include data relating to your name, address and contact details, and the health/medical history of your dog. This data will be securely stored for up to 7 years and will be used by 2Tracks Vet Physio for communication with you. It will be used as a record of your dog’s treatment and any changes that may occur in their health. You may have access to your data and have the right to ask for it to be corrected (if any errors in the data are identified) or erased.

12. Payment is required on the day by cash, or within 7 days by direct bank transfer, unless a prior credit agreement has been made where the terms of payment will be clearly stated on your invoice. Unfortunately, we are unable to accept payments by credit or debit card. These payment terms still apply when treatment might form part of an insurance claim (receipts will be issued for you to then later be able to submit to your insurance company but it is your responsibility to confirm with your insurance company that your claim is being accepted by them and that physiotherapy costs will be reimbursed to you). Please be aware that any additional costs that might be incurred by 2Tracks in the process of having to recover outstanding treatment fees will be added to the balance of your account along with interest.

13. Cancellation policy: **Cancellation of an appointment more than 24 hours in advance will not incur charges**, with cancellation less than 24 hours or missed appointments incurring a 50% charge apart from in the event of exceptional circumstances. An appointment is only declared cancelled upon confirmation.

We understand that unforeseen emergencies do sometimes occur and we will always do our best to facilitate your dogs treatment.

By booking an appointment with 2Tracks Vet Physio you are accepting these terms and conditions of business