**SHORELINE VET PHYSIO TERMS AND CONDITIONS**

**Harley Debeuc BSc (Hons) Veterinary Physiotherapist**

**Member of the NAVP (National Association of Veterinary Physiotherapists) and AHPR (Animal Health Professions Register)**

1. As part of the case history, some of your personal details will need to be taken. These are handwritten and kept in a locked filing cabinet, with no personal details being stored on a computer. Client records are held for 7 years and are only shared with the registered veterinarian if necessary to discuss your case. They are always kept secure and are destroyed after this time. If you wish to remove your personal details please inform me in writing.
2. To comply with the Veterinary Surgeons Act, the Animal Welfare Act and NAVP/AHPR professional requirements, your veterinarian must be informed before the first physiotherapy assessment and treatment. Your veterinarian must give permission and discuss treatments, and it may be necessary for me to refer your animal back to the veterinary surgeon.
3. If your insurance company contact me for details of your case, I am obliged to reply to them and allow them access to your records.
4. When arranging appointments, time is allowed for travel in-between clients and this schedule must be adhered to. If you fail to cancel your appointment within 24 hours you will still be required to pay for the appointment in full (unless cancellation is un-avoidable and could not have been reported sooner).
5. Consultation fees are discussed on an individual basis depending on the animal involved and the distance travelled. These fees include my professional fees in respect of the physiotherapy services provided. The fee agreed upon must be paid within 30 days of your appointment to avoid incurring additional late payment fees and payment can only be made by cash or BACS.
6. I have the right to refuse treatment if your animal has a contagious illness or their condition has significantly worsened. In these instances, I will suggest veterinary assessment and will re-visit your animal with veterinary advice.
7. I may take pictures and videos of your animal to send to your veterinarian, for marketing purposes or for educational content on my website and social media pages.

If you are happy for me to post these pictures/videos publicly then please tick here

If you are not happy for me to post these pictures/videos publicly then please tick here

I agree to these terms and conditions and allow Shoreline Vet Physio to carry out physiotherapy treatment on my animal.

Signed:

Name:

Date: