



Terms and Conditions

By confirming your appointment you are agreeing to the terms and conditions stated below.

Veterinary Referral and Consent - Working under the Veterinary Surgeons Act 1966 and Veterinary Exemptions Order 2015 requires us to treat animals under veterinary referral. All clients are required to have consent of veterinary physiotherapy treatment from their veterinary surgeon before treatment can commence, which is done through referral. If you have contacted us without having veterinary consent, we will need to contact your veterinary practice directly to have their consent before your appointment.

Cancellations - We require at least 24 hours' notice if you wish to cancel your appointment. You will be liable to pay half of the physiotherapy treatment fee if you cancel under 24 hours prior to your appointment. If your animal has fallen ill (diarrhoea, vomiting, fleas, etc.) or has a contagious disease (kennel cough etc.), then you must change your appointment. If this happens you will not be charged for your appointment.

Refusing to Treat - We have the right to refuse to treat your animal/s if they believe it requires further veterinary intervention. If this occurs, you will not be asked to pay for your session. We also have the right to refuse to treat your animal/s if they are too dangerous or violent to treat. If you have not made us aware of this before the session, you will be asked to pay for half the price of the session.

Payment - Cash or bank transfer are both accepted and are to be paid in full before or after your treatment session. If the payment is over 5 days late, a fee of £10 will be added to your bill.

Insurance - If you have pet insurance, you will need to have consent from your veterinarian as well as seeing if veterinary physiotherapy is covered by your insurance provider prior to your session. We do not do direct insurance claims, therefore, you will need to pay for each session you come to before filling out a claims form. Your insurance provider will then reimburse you for any costs from your session.

Prior to Sessions - Please make sure that your animal is clean and ready for a session before the physiotherapist arrives. We require a clear area to work, in which your animal has space to move around and lie down.

Please get in contact with us if you have any questions about our terms and conditions.

Unity Veterinary Physiotherapy | Zoe McCall

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