

Terms and Conditions

Veterinary Referral: Veterinary physiotherapists are required to treat under veterinary referral in accordance with the Veterinary Surgeons Act 1966 and exemptions order 2015, unless for musculoskeletal maintenance of a healthy animal. Therefore, clients must have a referral from their veterinarian prior to physiotherapy treatment or provide written consent of the health of the animal. If the animal has not directly been referred by a veterinarian, the veterinarian will be contacted to acquire a referral prior to the appointment.

Refusal of Treatment: Physiotherapy treatment may be refused if the animal requires veterinary attention or is considered a danger to the physiotherapist. In these circumstances, the client may be liable to pay a call out fee.

Cancellations: Cancellations within 24 hours of the appointment will be liable to pay half the price of the session, unless otherwise stated.

Payment: Payment is required prior to or on the day of the appointment via cash or direct bank transfer. This applies for appointments requiring an insurance claim as receipts will be issued to submit to the insurance provider. Confirmation of claim acceptance should be prior to the appointment.

Client Confidentiality: Client details are confidential unless consent is given to disclose information. Clinical records will be retained and upon client consent may be shared with veterinarians or paraprofessionals associated with the case. Wrekin Veterinary Physiotherapy complies with the General Data Protection Regulation (GDPR). Further information can be found in the privacy policy.

Website: Our website may contain links to third-party web sites or services that are not owned or controlled by Wrekin Veterinary Physiotherapy. Wrekin Veterinary Physiotherapy has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that Wrekin Veterinary Physiotherapy shall not be responsible for or liable for, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

Media: Any photos or videos taken by, or forwarded to, Wrekin Veterinary Physiotherapy can be used by Wrekin Veterinary Physiotherapy for marketing purposes unless otherwise stated.