



Effective Date: 01/01/25

Last Updated: 07/06/25

Terms of Service

OP Veterinary Physiotherapy Services

1. ACCEPTANCE OF TERMS

By booking and using our animal physiotherapy services, you ("Client") agree to be bound by these Terms of Service. If you do not agree to these terms, please do not use our services.

2. SERVICES PROVIDED

We provide animal physiotherapy and rehabilitation services including but not limited to:

- Assessment and treatment planning
- Therapeutic exercises and movement therapy
- Manual therapy techniques
- Home exercise program development

Follow-up consultations

- All services are provided subject to appropriate veterinary referral where legally required with the exception of maintenance and wellness services for healthy animals.

3. VETERINARY REFERRAL REQUIREMENTS

- Treatment for injury, illness, or specific medical conditions requires a current veterinary referral
- Maintenance and wellness services for healthy animals may not require veterinary referral.
- Clients are responsible for ensuring appropriate veterinary clearance before treatment begins
- We reserve the right to request veterinary consultation at any time during treatment

4. APPOINTMENT POLICY

Booking

- Appointments must be booked in advance
- Confirmation will be provided via phone or email
- Initial consultations typically require extended appointment times

Cancellation Policy

- Cancellations with at least 48 hours' notice will not be charged
- Cancellations made less than 48 hours prior to appointment will incur 50% of the appointment fee
- Cancellations made less than 24 hours prior to appointment will incur 75% of the appointment fee
- No-shows will be charged the full appointment fee

Rescheduling

- Appointments may be rescheduled subject to availability
- Same cancellation fees apply to last-minute rescheduling requests

5. PAYMENT TERMS

- Payment is due at the time of service unless prior arrangements have been made, this includes all accepted payment methods.
- Accepted payment methods: Credit/Debit card via a card reader, BACS and Cash
- Outstanding balances over 7 days may be subject to interest charges
- Returned payments will incur additional fees



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6. CLIENT RESPONSIBILITIES

Animal Welfare

- Ensure your animal is suitable for treatment
- Provide accurate medical history and current medication information
- Inform us of any behavioral concerns or special handling requirements
- Maintain appropriate veterinary care alongside physiotherapy treatment

Home Care

- Follow prescribed home exercise programs
- Provide suitable environment for recommended activities
- Monitor your animal's response to treatment and report any concerns
- Attend scheduled follow-up appointments

7. HEALTH AND SAFETY

- We maintain comprehensive insurance coverage
- All equipment is regularly maintained and sanitised
- Emergency procedures are in place for animal welfare incidents
- Clients must disclose any known infectious diseases or health concerns

8. LIABILITY AND LIMITATIONS

Our Liability

- We maintain professional indemnity insurance
- Our liability is limited to the cost of services provided
- We are not responsible for pre-existing conditions or unrelated health issues
- Treatment outcomes cannot be guaranteed

Client Responsibility

- Clients are responsible for their animal's behavior during treatment
- Any damage caused by the animal to equipment or premises may be charged to the client
- Clients must inform us of any aggressive tendencies or special handling requirements

9. CONFIDENTIALITY AND RECORDS

- All client and animal information is kept confidential
- Medical records are maintained in accordance with professional standards
- Information may be shared with referring veterinarians as appropriate
- Records may be retained for 2 years following final treatment

10. TERMINATION OF SERVICES

We reserve the right to terminate services if:

- Payment terms are not met
- Client fails to follow treatment recommendations
- Animal poses safety risk to staff or other animals
- Veterinary referral requirements are not met

11. COMPLAINTS AND DISPUTE RESOLUTION

- We aim to resolve any concerns promptly and professionally
- Written complaints will be acknowledged within 7 business days
- Disputes will be handled in accordance with professional standards
- If resolution cannot be reached, mediation may be recommended

12. AMENDMENTS

These terms may be updated from time to time. Clients will be notified of significant changes. Continued use of services constitutes acceptance of updated terms.

13. Governing Law

These terms are governed by the laws of United Kingdom. Any disputes will be resolved in the courts of United Kingdom.