



Terms of Service

Olivia Prior Animal Physiotherapy Ltd trading as Olivia Prior Veterinary Physiotherapist

Company number 16833907
Registered office The Barn, Kings Highway, Accrington BB5 5UX
Effective date 05th November 2025
Last updated 26 September 2026

These terms explain the basis on which Olivia Prior Veterinary Physiotherapist (OP Vet Physio) provides mobile veterinary physiotherapy and related services. Please read them before booking. They form part of the contract between you and Olivia Prior Animal Physiotherapy Ltd when you book or receive a service.

Nothing in these terms affects rights that cannot lawfully be excluded or restricted, including your rights under the Consumer Rights Act 2015.

1. About these terms

In these terms, “Olivia Prior Veterinary Physiotherapist (OP Vet Physio)”, “we”, “us” and “our” mean Olivia Prior Animal Physiotherapy Ltd, trading as Olivia Prior Veterinary Physiotherapist (OP Vet Physio). “You” and “client” mean the person booking or responsible for the animal. “Animal” means the horse, dog or other animal for whom services are requested.

By booking an appointment or asking us to begin providing services, you agree to these terms. If another person books on your behalf, you remain responsible for ensuring that the information provided is accurate and that the person attending is authorised to make decisions for the animal.

2. Services

Services may include:

- physiotherapy assessment and treatment planning;
- hands-on physiotherapy and manual therapy;
- therapeutic exercise, movement and rehabilitation planning;
- home exercise and management advice;
- K-Laser therapy, TENS or NMES electrotherapy where clinically appropriate;
- maintenance physiotherapy for healthy animals;
- follow-up appointments, reassessment and progress review; and
- reports or appropriate communication with the veterinary care team.

The services provided at an appointment are selected following assessment. Not every treatment or piece of equipment is suitable for every animal. Adjunctive treatments are used as part of an

individual physiotherapy plan and are not a substitute for necessary veterinary diagnosis or treatment.

3. Veterinary involvement and treatment suitability

Remedial physiotherapy for an injury, illness, diagnosed condition or post-operative rehabilitation requires direction or delegation from a veterinary surgeon who has examined the animal. Olivia Prior Veterinary Physiotherapist (OP Vet Physio) will confirm that the required veterinary consent or referral is in place before remedial treatment begins.

Musculoskeletal maintenance care for a healthy animal does not normally require veterinary delegation. The animal must nevertheless be registered with a veterinary practice.

Treatment may be paused or declined, and veterinary advice requested, if the animal's condition changes, new concerns arise, the required veterinary information is unavailable, or continued treatment may not be appropriate. Physiotherapy is not an emergency veterinary service. Urgent or worsening concerns should be directed to a veterinary surgeon.

4. Bookings, fees and travel

Appointments must be booked in advance and are subject to availability. A booking is confirmed when Olivia Prior Veterinary Physiotherapist (OP Vet Physio) accepts it by telephone, email, WhatsApp, the website or another agreed method.

The applicable appointment fee, expected duration and any additional travel charge will be confirmed before the appointment. Current standard prices and the included travel area are published on the Fees and Travel page:

<https://opvetphysio.co.uk/rates-options/>

If more time, travel or an additional service is needed, any additional charge will be explained before it is incurred wherever reasonably possible. A quotation is not a guarantee that a particular treatment will be suitable following assessment.

5. Statutory cancellation rights

Where a consumer booking is made at a distance, such as online, by telephone, email or WhatsApp, you may have a statutory right to cancel the service contract within 14 days after the contract is made.

If you ask us to provide an appointment or begin other services during that 14-day period, you expressly request that performance begins before the cancellation period has ended. If you then exercise a statutory right to cancel after services have begun, you may be required to pay a proportionate amount for services already supplied.

The statutory right to cancel may be lost once the service has been fully performed, where you expressly requested early performance and acknowledged that full performance would end the cancellation right. The appointment cancellation policy below does not reduce any statutory cancellation rights.

6. Appointment cancellation and rescheduling

Please provide as much notice as possible if you need to cancel or rearrange an appointment. Subject to statutory rights, the following charges may apply:

Notice given	Maximum charge
More than 48 hours	No cancellation charge
Between 24 and 48 hours	Up to 50% of the appointment fee
Less than 24 hours	Up to 75% of the appointment fee
Failure to attend without notice	Up to 100% of the appointment fee

The same notice periods apply to requests to reschedule. Any charge will reflect the time reserved and losses reasonably incurred. We may reduce or waive a charge where the appointment is filled or where exceptional circumstances apply. We may ask for relevant information where a waiver is requested.

If Olivia Prior Veterinary Physiotherapist (OP Vet Physio) needs to cancel, no cancellation fee will apply. Any amount paid for that appointment will be refunded or transferred to a rearranged appointment. We will give as much notice as reasonably possible but are not responsible for additional losses arising from circumstances outside our reasonable control.

7. Payment

Payment is due at the appointment unless another arrangement has been agreed in writing. Accepted methods are BACS, cash and credit or debit card. Where an invoice is issued, it must be paid by the date stated on the invoice.

If an amount remains unpaid, we may send payment reminders and suspend further non-urgent appointments until the balance is settled. Any reasonable recovery costs or interest will only be charged where permitted by law and where the basis of the charge has been communicated to you.

If an insurer may contribute towards treatment, you remain responsible for checking the policy terms and paying Olivia Prior Veterinary Physiotherapist (OP Vet Physio) unless a different arrangement has been agreed in writing. We do not guarantee that an insurer will reimburse any fee.

8. Client responsibilities

You agree to:

- provide complete and accurate information about the animal's medical history, medication, veterinary care, behaviour and any relevant changes;
- tell us promptly about suspected infectious disease, skin conditions, pregnancy, implanted electronic devices, seizures or other matters that may affect treatment suitability;
- ensure that a responsible adult who can handle the animal and make decisions is present unless otherwise agreed;
- provide a reasonably safe, clean and suitable area for assessment and treatment;
- follow safety and management instructions provided for the animal;
- monitor the animal's response and report pain, deterioration, unusual behaviour or other concerns; and
- seek veterinary advice where advised or where urgent concerns arise.

Olivia Prior Veterinary Physiotherapist (OP Vet Physio) remains responsible for assessing whether the proposed physiotherapy treatment is appropriate on the information reasonably available. You should not continue an exercise or activity if it causes pain, distress, marked

fatigue or deterioration, unless you have been specifically advised otherwise by the veterinary care team.

9. Home exercise and management plans

Home exercise and management plans are individual to the animal and must not be used for another animal. Instructions should be followed at the prescribed level and frequency. Contact Olivia Prior Veterinary Physiotherapist (OP Vet Physio) before progressing, substituting or materially changing an exercise if you are uncertain.

Results depend on many factors, including the underlying condition, veterinary management, the animal's response and whether the agreed plan can be followed. Failure to complete a plan does not automatically result in termination of services, but it may affect progress and the recommendations made.

10. Health, safety and animal welfare

Equipment is maintained and cleaned as appropriate. Treatment will be stopped or modified if the animal shows distress or if continuation would present an unreasonable welfare or safety risk.

You must disclose known aggressive, fearful or unpredictable behaviour and follow reasonable handling instructions. If an animal causes damage because relevant behaviour was not disclosed or reasonable safety instructions were not followed, we may seek recovery of the reasonable cost of that damage to the extent permitted by law.

Appointments may be postponed where weather, access, infectious disease, environmental conditions or another safety concern makes treatment unsafe or impracticable.

11. Treatment outcomes and liability

We will provide services with reasonable care and skill. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of statutory rights that cannot be excluded.

Physiotherapy outcomes vary between animals and conditions. We do not guarantee a particular clinical, rehabilitation, mobility or performance outcome.

We are not responsible for deterioration or loss caused by incomplete or inaccurate information supplied to us, failure to obtain required veterinary care, failure to follow material safety instructions, or events outside our reasonable control, except to the extent that the loss was caused by our negligence or breach of contract.

We are responsible for losses that are a foreseeable result of our breach of these terms or failure to use reasonable care and skill. We are not responsible for business losses, loss of profit or other commercial losses arising from services purchased wholly or mainly for personal purposes.

12. Records, confidentiality and privacy

We maintain treatment and communication records appropriate to the services provided. Information may be shared with the referring or usual veterinary practice and other members of the animal's care team where this is necessary and lawful for treatment, welfare, professional or record-keeping purposes.

Personal information and animal records will be handled in accordance with applicable data-protection law, professional requirements, insurance requirements and our documented retention

schedule. Information about how personal data is collected, used, shared and retained is provided in the Privacy Policy:

<https://opvetphysio.co.uk/wp-content/uploads/2025/11/OP-Veterinary-Physiotherapy-Privacy-Policy.pdf>

13. Photographs, video and marketing

Photographs or video may be taken where reasonably needed for clinical records, movement assessment or communication with the veterinary care team, in accordance with the Privacy Policy. Images will not be used for advertising, social media or other promotional purposes without separate permission.

You may withdraw marketing permission for future use at any time. Withdrawal does not affect use that was lawful before permission was withdrawn or material that cannot reasonably be recalled after publication.

14. Pausing or ending services

We may pause, decline or end services where:

- required veterinary direction, consent or information has not been obtained;
- outstanding fees remain unpaid;
- an animal or person presents an unreasonable safety risk;
- important medical or behavioural information has not been disclosed;
- continued treatment is no longer clinically appropriate; or
- the professional relationship has broken down and treatment cannot reasonably continue.

Where reasonably practicable, we will explain the reason and identify appropriate next steps for the animal's care. Ending services does not remove responsibility for fees properly due for services already provided.

15. Complaints

Please raise concerns as soon as possible so that they can be considered promptly. Formal complaints should be emailed to olivia.prior@opvetphysio.co.uk with "Formal Complaint" in the subject line, or sent in writing to the registered office address above.

We will acknowledge a written complaint within seven business days and aim to provide a substantive response within 21 business days. If more time is required, we will explain why and provide an updated timescale.

If a professional-conduct complaint cannot be resolved through our internal procedure, you may consult the complaints process operated by the Institute of Registered Veterinary and Animal Physiotherapists where applicable:

<https://www.irvap.org.uk/>

16. Changes to these terms

We may update these terms to reflect changes in services, professional requirements, law or business practices. The terms in force when a booking is made will normally apply to that booking. We will draw significant changes affecting an ongoing treatment arrangement to your attention.

17. Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, except that a consumer living elsewhere in the United Kingdom retains any mandatory rights to bring proceedings in their home jurisdiction.

18. Contact details

Legal entity	Olivia Prior Animal Physiotherapy Ltd
Trading name	Olivia Prior Veterinary Physiotherapist (OP Vet Physio)
Company number	16833907
Email	olivia.prior@opvetphysio.co.uk
Telephone	07957 088050

Registered office: The Barn, Kings HighlY, Accrington BB5 5UX.