



**Clair Andrews**  
**Veterinary Physiotherapist**  
**AdvCertVPhys**  
Remedial Massage Therapist LCSP (Assoc)  
Equine Sports Massage Therapist ITEC Dip ESMA

## Terms and Conditions – Client Copy

### **1. Data Protection**

All data will be handled in accordance with the Data Protection Act, 1998. Records will be stored securely and only accessed by authorised personnel. Disclosure of information may be made to appropriate health or veterinary professionals, such as your GP or registered veterinarian, when communicating about your presenting condition.

### **2. Confidentiality**

I shall treat all personnel and business information supplied by you as confidential. I shall not disclose such information to any third party without your prior permission, except when required by law or where action might be necessary to protect you or someone else.

### **3. Veterinary Consent, Referral and Guidelines**

- 3.1 In accordance with the Veterinary Surgeons Act 1966 animals can only be treated with the prior consent of the animals registered veterinary surgeon. Direct contact will be made to obtain permission.
- 3.2 Only sound horses will be given an appointment unless referred from the veterinary surgeon direct.
- 3.3 If your animal has had an accident your first point of call is the veterinary surgeon. Treatment in these circumstances will only be carried out after discussing with your vet post their assessment.
- 3.4 I reserve the right to contact the animal's veterinary surgeon with any concerns regarding the animal's treatment and wellbeing.
- 3.5 Owners must inform us as soon as possible if their animal's condition/injury worsens, or if the vet has advised suspending rehabilitation.

### **4. Contra-indications**

- 4.1 The following conditions are contra-indicated and are not suitable for Massage; acute inflammation, open wounds, bone fractures, joint dislocations, skin infections, deep vein thrombosis, varicose veins and bleeding disorders.
- 4.2 Animals presenting with skin infections, infections, dehydration, laminitis, persistent unidentified pain, tying up, colic, unresolved haemorrhage and open wounds are contraindicated for treatment.

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## **5. Consent to Treatment**

5.1 By signing a record card you are consenting to treatment. All assessment and treatment will be performed by a qualified, registered and insured therapist who works within the scope of practice as defined by their relevant UK governing body.

5.2 You must advise the therapist of anything that may affect your treatment. Following examination and obtaining objective measures, an explanation of the therapist's opinion and proposed treatment will be provided. It is important that you fully understand the recommendations, procedures and treatments that will be involved, including any possible side effects.

## **6. Payment**

Payment is required at the time of the treatment.

Payment can be made in cash or cheque. Payment can be made via bank transfer but only by prior consent. Veterinary Physiotherapy appointments exceeding a 15mile radius of Birstall (calculated using Google maps app) will be charged at 45 Pence per mile for the outbound journey and return leg of the journey.

Notice of increase in charges will be 60 days.

***If you have booked a session and you cancel with less than 24 hours notice or do not turn up for that session, then you are liable to pay the costs of that session.***

## **7. Insurance**

7.1 Most animal Insurance companies recognise physiotherapy services. This has to be approved and recommended by your registered veterinarian.

7.2 Payment for veterinary physiotherapy treatment is direct from the client. It is the client's responsibility to collect payment from their insurance company.

## **8. Cancellation Charge**

***If you have booked a session and you cancel with less than 24 hours notice or do not turn up for that session, then you are liable to pay the costs of that session.***

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### **9. If I cancel**

On occasion, I may have to cancel a scheduled session. This may occur, for example due to sickness, mechanical failure or on a very rare occasion a preceding session has overrun. If I cancel a scheduled session, I will book you another appointment as soon as reasonable possible. No charge will be made to you for the session cancelled by myself.

### **10. Late arrival**

10.1 If you are late arriving at a session, the session will begin on your arrival and continue until the time when it is scheduled to end.

10.2 If you wish to overrun, and I agree, then you may be charged at my discretion of the extra time providing the services.

### **11. Stopping a session**

I may stop a session at any time and not continue if I consider that you are not following my reasonable instructions. If this happens, you will still be liable (at my discretion) to pay the fee for that session.

### **12. Sessions**

If I have not agreed the number of sessions to be provided, I shall provide sessions on a session-by-session basis. I will agree the date and time of any subsequent sessions by telephone, text or email. These are the preferred methods of contact. As a general rule the initial appointment provides assessment and a start to therapy. The follow on appointment provides more feedback as to a session/treatment schedule depending on response to the first session.

Initial appointments are usually one and a half to two hours and follow on appointments are usually one hour.

### **13. Outcomes**

13.1 It is not possible that any particular result or outcome can be guaranteed as a result of providing either remedial massage or veterinary physiotherapy. My aim is to provide therapy using reasonable care and skill. Some client's conditions may take longer than others to treat and I will regularly reassess the treatment plan.

13.2 I endeavour to achieve your desired outcomes. No outcome can be guaranteed, however you have the sole responsibility for acting on any recommendations and advice I give. I have no liability for any loss incurred by you, whether financial or otherwise, following provision of the services, nor for any perceived failure by you, whether justified or otherwise, to achieve your desired outcomes or goal.

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#### **14. Early Termination**

In exceptional circumstances, such as illness or other commitments, inappropriate behaviour by you, refusal to be treated in a certain way, actual or potential conflict of interest, or other reasons I may decide to terminate therapy early or refuse or be unable to provide further sessions to you. In such circumstances, I shall give you reasonable notice of termination where practical.

#### **15. Environment**

In the interests of safety for all involved the environment for veterinary physiotherapy to be performed must be on a clean, dry and non-slip surface, free from any obstacles that may cause an obstruction or safety risk. Failure to do so may result in a discontinuation of therapy. If your animal is not settled in the environment an attempt can be made to see if they will settle in a different area within the same location. If they continue to be unsettled then the session will be stopped. Full fee will be charged unless under special circumstances in this event.

#### **16. Prior to appointment**

16.1 Horses need to be clean and dry, failure to do so may result in cessation of the session and the full fee charged.

16.2 Horses need to be cooled down from being ridden at least one hour prior to the commencement of the session.

#### **17. Owner/ Trainer Responsibility**

In the majority of cases a day off post treatment is recommended

You understand that Clair Andrews will accept no responsibility or liability for accident or illness to the client or animal during treatment.

You understand that every effort has been made to improve the outcome by Remedial Massage or Veterinary Physiotherapy.

There is no guarantee of success.

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### **18. Home exercise Programme**

I may set you a home exercise programme to be completed between sessions. You are not obliged to complete these programmes; but if you do not complete them, your progress in achieving the desired outcomes may be slowed down.

### **19. Photos and videos**

I reserve the right to use any photographic or video footage taken during a session for the purpose of monitoring the case. This may be sent onto to the registered vet or associated professional involved in the case in the interest of achieving a desired outcome or monitoring progress.

Clients may take photos or videos during the session but are not allowed to publish these without prior consent.

### **20. Intellectual Property Rights**

The websites and its content, (including without limitation the website design, text, graphics and all software and source codes connected with the website and the services) are protected by copyright, trademarks, patents and intellectual property rights and laws. In accessing the website you agree that you will access the contents solely for your personal, non-commercial use. None of the content or home exercise programme information may be downloaded, copied, reproduced, transmitted, stored, sold or distributed without the prior consent of the owner and copyright owner

### **21. Recommendation to other professionals, website and third party websites**

21.1 In the interest of progression to achieve a desired outcome a recommendation might be made to get advice and treatment from another professional. No responsibility or liability is taken for any issues arising from the treatment of the other professional. The website may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites and you agree that I am not responsible for the content of any such site.

21.2 Advice presented on [www.working-in-harmony.co.uk](http://www.working-in-harmony.co.uk) is for information only and is not a substitute for seeking professional medical or veterinary advice. Whilst I have made every attempt to ensure the accuracy and validity of all information provided on this website, the practice does not accept responsibility for events arising from the use of the information provided. Advice offered to patients, while being as accurate and complete as possible, should not be used as a substitute for a consultation with the client's own doctor and/or veterinarian.

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**22. Indemnity**

You agree that you will indemnify me, Clair Andrews, against any and all loss or damage suffered, including any legal fees or costs, as a result of any breach of this agreement by you.

**23. Variation**

I may change any of these terms and conditions, including our fees without notification.

I agree to these terms and conditions:

Name:..... Signed.....Date:.....

Name: Clair Andrews Signed.....Date:.....

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