# RMB Veterinary Physiotherapy
# Terms & Conditions of Treatment

1. All animals treated by RMB Veterinary Physiotherapy require a signed Veterinary Consent Form, unless receiving treatment for musculoskeletal maintenance and the animal has no present injury, lameness or has any previously diagnosed or suspected health concerns/pathologies or pain.

2. In signing your agreement, you are also confirming that you are the legal owner(s) of the dog/horse being referred for treatment and that all information on the Veterinary Consent Form is correct.

3. RMB Veterinary Physiotherapy reserves the right to refuse treatment to any animal.

4. Owners must notify the business if their dog or horse is showing signs of ill health or an infectious/contagious disease in the days leading up to an appointment, as treatment may be refused, and the appointment rescheduled if notified in advance.

5. If your dog is known to show signs of aggression, has issues with handling or a bite history this must be declared prior to their initial appointment and any new or recent incidents mentioned at the start of a session. If deemed appropriate, your dog may be required to wear a muzzle for assessment and/or treatment.

6. RMB Veterinary Physiotherapy reserves the right to discuss any changes or concerns regarding your animal's health/condition with a veterinary surgeon from the practice your animal is registered, and any other professionals involved in your animal's care, including but not limited to specialists, hydrotherapists, behaviourists, farriers and saddle fitters.

7. Payment is required either in advance or on the day of the appointment, either by bank transfer or in cash. Please be aware of the additional travel fees for distances 16 or more miles from the postcode LN1 2AG. Any payments not received by the end of the appointment day may incur extra charges.

8. A minimum of 24hrs is required to cancel an appointment. Appointments cancelled outside of this notice period or non-attendance will be charged the full price of the appointment.

9. Please make sure your animal is as clean and dry as possible leading up to the appointment, including both dogs and horses. For horses, please have them in their stable or on the yard ready for treatment.

10. RMB Veterinary Physiotherapy has the right to use and store photographs and video footage taken during the sessions. In signing these terms and conditions, you also agree to photographs and video footage being shared on the business' social media, unless stated otherwise to the business owner.

11. RMB Veterinary Physiotherapy collects personal data relating to your name, address, contact details and medical details of your animal. This data will be used as a record of your animal's treatment and changes in their health. All data will be securely stored in accordance with GDPR regulations.

**In signing this document, you confirm that you have read and agree to the above terms and conditions**

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| **Owner Name:** | | | |
| **Signature:** | | **Date:** | |