



Terms & Conditions

By booking an appointment with **Milly Kipling Veterinary Physiotherapy**, you agree to the following terms and conditions.

In agreeing to these terms, you confirm that you are the legal owner or authorised loaner/keeper of the animal referred for treatment and that you have the authority to consent to veterinary physiotherapy treatment. You also confirm that, to the best of your knowledge, all information provided regarding your animal is accurate and complete.

Veterinary Consent

Animals requiring physiotherapy for an injury, dysfunction, medical condition or other condition requiring veterinary involvement must have appropriate veterinary consent before treatment can take place.

Veterinary consent may be obtained by the owner or, with the owner's permission, Milly Kipling Veterinary Physiotherapy may contact the veterinary practice to request consent on your behalf.

It is the owner's responsibility to inform Milly Kipling Veterinary Physiotherapy of any changes to their animal's health, medication, diagnosis or veterinary advice.

Payment

Payment must be made before or at the time of treatment, unless otherwise agreed in advance.

Accepted payment methods will be confirmed at the time of booking.

Any outstanding balances must be settled before further appointments can be booked or carried out.

Cancellations

Cancellations should be made as early as possible.

- Cancellations made within **48 hours** of the appointment may incur a charge of **50% of the treatment fee**.
- Cancellations made within **24 hours** of the appointment may incur the **full treatment fee**.

These charges reflect the appointment time and any travel arrangements that have been reserved.

If you need to cancel or rearrange an appointment, please contact Milly Kipling Veterinary Physiotherapy as soon as possible.

Right to Refuse or Stop Treatment

Milly Kipling Veterinary Physiotherapy reserves the right to refuse, postpone, modify or stop treatment at any time if it is considered unsafe, inappropriate or not in the best interests of the animal.



You may be advised to seek further veterinary assessment before physiotherapy treatment can begin or continue.

The safety and welfare of the animal will always remain the priority.

Animal Welfare

Milly Kipling Veterinary Physiotherapy has a professional and legal responsibility to prioritise animal welfare.

Where significant concerns regarding an animal's welfare arise, appropriate action may be taken, including raising concerns with the relevant veterinary surgeon or appropriate authorities where necessary.

Infectious and Contagious Diseases

If your animal is displaying symptoms of, or has been diagnosed with, an infectious or contagious disease, the appointment must be cancelled or rearranged as soon as possible.

Where an appointment is cancelled due to a suspected or confirmed infectious disease, no cancellation fee will normally be charged, provided Milly Kipling Veterinary Physiotherapy is informed as soon as possible.

Animals must be free from symptoms of an infectious or contagious disease before attending or receiving treatment.

Owners must also inform Milly Kipling Veterinary Physiotherapy if their animal develops symptoms of a potentially infectious disease within **48 hours following treatment**, where this may have created a potential risk of exposure.

Changes in Your Animal's Condition

You must inform Milly Kipling Veterinary Physiotherapy if your animal's condition worsens, if they sustain a new injury, or if there are any significant changes to their health.

You must also inform Milly Kipling Veterinary Physiotherapy if your veterinary surgeon advises that physiotherapy should not take place or should be postponed.

Treatment may be paused until further veterinary advice or consent has been obtained where necessary.

Safety During Appointments

The owner or a responsible representative must ensure that the animal can be handled safely during the appointment.

For equine appointments, a competent handler must be present throughout the session.

For canine appointments, the owner or a responsible representative should be present unless otherwise agreed.

Milly Kipling Veterinary Physiotherapy reserves the right to stop treatment if an animal's behaviour presents a risk to the animal, owner, physiotherapist or any other person



present.

Home Exercise and Rehabilitation Plans

Where appropriate, home exercises, rehabilitation programmes and management advice may be provided as part of your animal's physiotherapy treatment.

It is the owner's responsibility to ensure that exercises are carried out safely and in accordance with the instructions provided.

If you are unsure about any exercise or aspect of your animal's rehabilitation programme, please contact Milly Kipling Veterinary Physiotherapy before continuing.

Milly Kipling Veterinary Physiotherapy cannot accept responsibility for injury or complications resulting from exercises being performed incorrectly or contrary to the advice provided.

Liability

Milly Kipling Veterinary Physiotherapy is fully insured.

However, no responsibility can be accepted for complications arising from pre-existing conditions, undisclosed injuries or medical conditions, inaccurate information provided by the owner, or circumstances outside of reasonable professional control.

Complaints

If you are unhappy with any aspect of the service provided, please contact Milly Kipling Veterinary Physiotherapy in the first instance so that the matter can be discussed and, where possible, resolved promptly.

Feedback is always welcomed and taken seriously.

Changes to These Terms

Milly Kipling Veterinary Physiotherapy reserves the right to amend or update these terms and conditions when necessary.

The most current version will be available on this website.