

Anna Wilson Veterinary Physiotherapy Terms and Conditions

Revised 21st May 2020

Please read and by signing the Terms and Conditions, prior to your appointment, you agree to the following:

Anna Wilson Veterinary Physiotherapy is a fully qualified, insured veterinary physiotherapist and hydrotherapist and member of IRVAP and RAMP. I understand that the therapist will make decisions in regards to my animal's welfare based on their professional judgement as they see fit.

Whilst every care is taken in the provision of treatment and the care and maintenance of the water and equipment used, all dogs attending and undergoing treatment, do so entirely at their owners' risk.

Please make yourself aware of the relevant health and safety requirements both in and outside of the clinic. It is your responsibility to ensure that all instructions are followed.

COVID-19 Protocols:

1. Appointments will be working in a different manner for some time, this will result in a telephone or video consultation the day before your appointment. Each consultation will take approximately 10 minutes to establish full history and any concerns you may have, to enable me to safely treat your dog the next day. Please ensure you are available for this call.
2. You agree to the appointment to be undertaken by the therapist without the owner or a representative of the owner, being present within the clinic during the COVID-19 lock down measures. This matter will be reviewed as the restrictions are lifted by the government, trade association and insurance company.
3. You agree to leave your dog within the safe drop off area, taking your lead and leaving a collar on your dog. To ensure the gate is closed safely after you exit the area and allow the therapist to be able to collect your dog safely.
4. You agree that the therapist is allowed to disinfect the collar that you leave on your dog, to prevent cross contamination.

5. You agree to pay by bank transfer on the day of your telephone/video consultation, which is the day before your dog's treatment. If you do not have online banking, then correct cash can be left within a sealed bag and left in the box outside the premises. Late payments will incur an additional fee of £5 per reminder.
6. It is your responsibility to bring a towel and/or a drying coat for you to dry your dog post session. Your dog will be leaving the hydrotherapy clinic damp and it is your responsibility to ensure that they do not get a chill, especially if you are using air conditioning within your vehicle on your journey home.
7. It is your responsibility to keep your dog on-lead at ALL times and clean up fully, after your dog, should they toilet on the premises. Dog waste in bags, can be disposed of in the bucket outside the drop off area. Please refrain from touching the bucket.
8. When dropping your dog off in the drop off area, please do not approach, knock or touch the door or handle to the clinic. I will be aware that you have arrived or if you are unsure, please call 07780601688 to confirm you have dropped your dog off.
9. If your dog has any dietary requirements, please speak with me prior to the appointment. I will be using gravy bones for treats during land based physiotherapy appointments and primula cheese, peanut butter or sausage for hydrotherapy sessions. If your dog cannot have any of these foods for the appointments, you will be asked to supply a dry food matter for physiotherapy and wet/ spreadable food matter for hydrotherapy sessions. You will then be asked to leave these in the box outside, for me to collect.
10. Appointment times will be staggered to avoid a crossover of clients. If you arrive ahead of your appointment time, please drive up to the top car park and wait until either your appointment time or until the car parked in the lay-by, opposite the clinic, has left with their vehicle. Do not park behind a car that is waiting within the lay-by area.
11. All toilet facilities will be unavailable during this pandemic.
12. At this time, no accompanying dogs are allowed out of the owners vehicles.

13. Agree to any updates regarding COVID-19 protocols, as implemented by AWVP.

All dogs must have a veterinary referral before we can commence treatment.

We reserve the right to refuse treatment to any animal at any time.

All dogs must have a full current vaccination certificate during treatment. All treatment is to be paid for at the time of the sessions via cash or card payment (this is currently subject to COVID-19 protocols above).

Cancellations: If an appointment is cancelled within 48hrs of the appointment time, a full appointment fee is payable, unless the appointment time can be filled. In the event of a no show the full appointment fee will be charged.

Any accompanying dogs should be up to date with their vaccinations and we will need to see the vaccination records.

Dogs with infectious or contagious (including zoonotic) cannot be swam, please ensure that any sessions are cancelled with at least 48 hours notice. If you are in any doubt ring the centre to save a wasted journey. This also includes bitches in season.

It is your responsibility as the owner to:

- ◆ Please ensure that your dog has not been fed for at least 2 hours before your appointment.
- ◆ If your dog is on any medication, please notify the clinic and also please ensure that your appointment time does not clash with the times of any medication. This also includes any changes in your dogs health, please notify the clinic as soon as possible.
- ◆ Ensure that your dog has toileted before swimming, as defecation in the treadmill will incur an extra charge of £100 in addition to the normal session charge. This incident is highly likely to result in the facilities closing for a period of time whilst the water and treadmill is decontaminated before the next dog can use it. This may be for the rest of the day resulting in loss of business.
- ◆ Ensure that you act responsibly as a dog owner and clean up any mess into the green bin provided outside the clinic. - Please refer to COVID-19 Protocols at this time.
- ◆ Ensure that all dogs are kept on a lead and under proper control at all times.

- ◆ Ensure that suitable footwear and clothing is worn when attending the centre. We respectfully request that: If it is necessary for children to come with you, they must remain with an accompanying adult at all times for their safety and they should adhere to any instructions given by therapy staff.
- ◆ Anna Wilson Veterinary Physiotherapy cannot be held responsible for any loss or damage to any vehicle or personal property whilst on the premises.
- ◆ Anna Wilson Veterinary Physiotherapy reserves the right to use any still or video photography taken during treatment sessions as it requires (this may include promotional literature/facebook etc). If you do not wish images of your pet used please notify me via email: info@awvetphysio.co.uk
- ◆ Owners should seek permission before taking any still photography (usually granted); video photography is only granted on an individual case basis.

I hereby agree to the Terms and Conditions, as set out above, by Anna Wilson Veterinary Physiotherapy.

Signed Date/...../ 20.....

Anna Wilson Veterinary Physiotherapy
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