



**Anglian Vet Physio
& Hydrotherapy**



Anglian Vet Physio & Hydro

07775 161526

www.anglianvetphysio.co.uk

info@avpHydro.co.uk

Terms and Conditions – Hydro & Physio

- **Cancellations must be made at least 24 hours prior to the appointment to avoid charges. The client will be liable to pay 50% of the appointment price if a cancellation is made under 24 hours prior to your appointment, or if the appointment is a “no show”.**
- **Owners are requested not to feed their pet for 2 hours before attending any HYDROTHERAPY appointments and please ensure that the pet has emptied its bowels before arriving. A fee of £90.00 will be made for pets that defecate in the underwater treadmill, as we will have to close to clean it. We also advise owners not to feed their pet for approximately 2 hours after hydrotherapy sessions.**
- Physical exercise together with the pressure of the water on the chest and the abdomen can affect your pet's cardio respiratory functions. If there is an undiagnosed cardiac or respiratory condition your pet could be at risk.
- Animals with infectious or contagious conditions (e.g kennel cough), dermatitis, incontinence, open wounds, UTI, diarrhoea or vomiting will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions will apply.
- Please do not take your pet on a long walk or allow vigorous exercise on the day of the appointment.
- Please ensure all pets are clean and not muddy when they arrive for their appointment.
- Whilst every care is taken of the pets undergoing treatment and in the maintenance of the water and equipment, all pets receive hydrotherapy treatment entirely at their owner's risk.
- If you wish to walk through the treadmill during your pet's first session, please be aware this will be at your own risk. Please also note you will not be in the treadmill while the belt is running.
- All owners are to wear non-slip footwear and to take extreme caution in the hydrotherapy room. Anglian Vet Physio & Hydrotherapy (AVPH) is not responsible for any personal injury incurred whilst on the premises.
- Bitches that are in season will not be able to attend sessions until their season has finished.
- AVPH reserves the right to refuse treatment to any pet if they appear stressed, aggressive or water phobic.
- AVPH reserves the right to cancel any session, i.e. in the case of a power failure. Please ensure your contact details are up to date.
- I give my full consent for AVPH to perform physiotherapy and/or hydrotherapy treatment with my pet. I also give my permission for all findings and treatments to be discussed with my veterinarian and I understand that AVPH may refer my animal back to my veterinarian.
- Veterinary physiotherapists and all musculoskeletal therapists are required to treat under veterinary referral in accordance with the Veterinarians Act 1966. Therefore, any clients currently under veterinary care for a condition/injury must have a referral/consent from their veterinarian prior to any treatment.
- If you are claiming treatment costs from your insurance company, you must have a referral from your veterinarian and approval from your insurance company prior to their treatment. You will have to pay for appointments up front.
- All of the client's details are strictly bound by client confidentiality law within the Veterinarians Act 1966 and the RAMP code of conduct. AVPH also complies with the General Data Protection Regulations (GDPR).
- If your pet does not have in date vaccinations, by booking an appointment you are agreeing that you are bringing your pet to AVPH at your own risk due to your unvaccinated pet being at a higher risk of contracting and spreading highly contagious, potentially fatal diseases.

Anglian Vet Physio & Hydro Privacy Policy

What this privacy policy covers

Anglian Vet Physio & Hydro (AVPH) is committed to protecting your personal information. In this policy, references to 'we' or 'us' means Sammi Curtis, the owner of AVPH, or any Consultants working at AVPH. This notice explains how we collect and use the personal data about you.

What is personal data

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (the GDPR).

Information we gather

As a customer, you will give us information that may include your name, postal address, email address, phone number and details of your animal including full clinical history. We may also hold your browsing history of the content you have visited on our sites, including information on how you were referred to our sites via another website to analyse and evaluate our website (www.anglianvetphysio.co.uk).

How we use your information

We rely on an explicit consent basis to use your personal information which includes a legal obligation to obtain veterinary consent before treatment can be administered. By filling out the owner consent form you are giving your consent for us to process your information in several different ways. We will never sell, distribute, or lease your personal information to third parties. We will only pass on your personal information if we are required by law to do so.

We may use your information for a number of purposes including the following:-

- Compliance with legal, regulatory, and corporate governance obligations and good practice.
- To provide you with information about our work or activities that you have agreed to receive.
- Ensure we know how you prefer to be contacted.
- Keep a record of your relationship with us.

We will use the information you give us to perform services you have requested such as:-

- Being a recipient of veterinary physiotherapy or hydrotherapy services.
- To send you a report from physiotherapy appointments which include findings, treatment carried out, and home exercise plans.

Information Sharing and Disclosure

We will share your information with your veterinarian and your pet insurers.

Keeping Your Records

All data will be retained for 7 years after the last dated treatment of your animal (s) as specified by the professional organisation NAVP.

How We Store Your Information

We store your information on paper records in a locked cabinet, online systems and in exchange of emails with your veterinarian.



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Your Rights

You have the right to have any inaccuracies corrected, amended, or deleted. If you request certain information that you have provided to be deleted this may prevent us from maintaining adequate records to provide a service to you or keep you informed of our activities.

Enquiries and Contact Details

By visiting our website and using our services you are agreeing to these policies. If you have any questions or concerns about the privacy policy, or our practices with regards to your personal data, please contact us at anglianvetphysio@gmail.com or call 07775161526.