

Terms and Conditions - Performance Veterinary Physiotherapy Services

These Terms and Conditions apply to all veterinary physiotherapy services provided by Performance Veterinary Physiotherapy. By booking an appointment, clients agree to the terms outlined below.

Appointments

All appointments are subject to availability and are confirmed once booked. Appointment times are allocated specifically for each animal, and sufficient notice is required for any changes or cancellations.

Fees and Invoicing

New clients must pay in full at the time of booking their first appointment.

Existing Clients;

All invoices must be paid **within 7 days of the invoice date**.

Invoices not paid within 7 days will incur a **late payment charge of £5**, which will be added to the outstanding balance. Continued non-payment may result in suspension of future appointments until the account is settled in full.

Payment Incentives

Clients who **pay for their appointment at least 48 hours prior to their scheduled appointment** will receive a **reduced rate** on their treatment. Details of discounted rates can be found on our website.

INDIBA Courses of Treatment

Courses of INDIBA treatment offered at a discounted rate **must be paid for in advance, within 7 days of the invoice date** in order to secure the discounted price.

If payment for a discounted INDIBA course is not received within this timeframe, the discount will no longer apply and **each session will be charged at the full single-session rate**.

Courses are non-transferable and must be used within the agreed timeframe unless otherwise stated.

Cancellations and Missed Appointments

Appointments cancelled with **less than 48 hours' notice** will be **charged at the full treatment rate**, as the appointment slot cannot usually be reallocated at short notice.

If an appointment cancelled within 48 hours can be successfully filled, the cancellation charge may be waived at the therapist's discretion.

Failure to attend an appointment without notice will be charged at the full rate.

If the therapist attends and is unable to treat due to lameness/illness or behaviour (of the patient), unsuitable work environment or if the patient is not available to be treated, the client will be charged at the full treatment rate.

If a yard discount was to be applied (bookings of 4+ horses at one location) and a single client cancels, meaning there is no longer a minimum of 4 animals to treat, the full rate will apply to each.

Client Responsibility

Clients are responsible for ensuring that:

- Veterinary consent is in place where required
- Animals are clean, dry, and safe to handle
- A suitable, safe working environment is provided
- Animals are present at the time given for the start of the appointment.

The therapist reserves the right to decline or terminate treatment if safety is compromised.

Social Media

Clients are aware that their photograph/their animal's photograph may appear on Performance Veterinary Physiotherapy's social media accounts. If you do not wish for you/your animal to be featured, you must notify us in writing before your appointment.

Changes to Terms

These Terms and Conditions may be updated from time to time. The most current version will apply to all bookings.