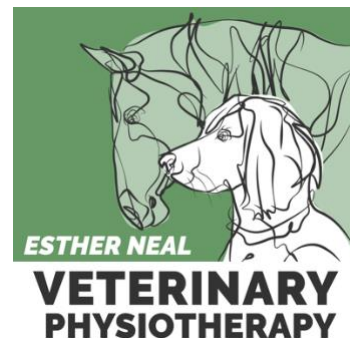


ESTHER NEAL VETERINARY PHYSIOTHERAPY

TERMS AND CONDITIONS



1. Sessions must be paid for in full on the day of or within 48hrs of the treatment or a late fee charge will be incurred.
2. For clinic room appointments option of cash or card payment on the day or a bank transfer within 48hrs are available.
3. If the appointment is cancelled within 24 hours of the scheduled appointment a half session charge will apply.
4. Appointments cancelled outside 24 hours prior to the session may be re-arranged/scheduled for no extra fee.
5. Esther Neal Veterinary Physiotherapy reserves the right to use any video footage or photography taken during treatments/sessions.
6. Owners are asked to be present for the initial assessment. Owner presence at follow up treatments/sessions is at the discretion of the physiotherapist.
7. Any relevant history regarding the animal to be treated should be disclosed prior to the initial assessment.
8. Animals with infectious or contagious conditions such as skin infections, gastric upset etc. will not be treated. Owners are advised to cancel appointments with at least 24 hours' notice until the condition is clear. Normal cancellation policy will apply.
9. Animals cannot be treated without up-to-date vaccinations, unless a valid reason can be provided.
10. Consent from your veterinarian will be gained prior to appointments when applicable.
11. When attending a clinic room appointment dogs must be kept on a lead at all times. The clinic room is based on an active farm yard meaning it is essential external dogs are kept under control at all times (Please inform us if your dog is sensitive to sheep, horses or chickens prior to your appointment).

12. Dogs must be kept in your car until your appointment time. If you are unsure if there is another client dog in the clinic room please call upon arrival.
13. Please make sure your animal is clean and dry before their physiotherapy appointment. For clinic room appointments please ensure you have clean footwear. If an animal is extremely wet and/or dirty treatment cannot be carried out and a charge will be incurred.
14. Esther Neal Veterinary Physiotherapy may contact you in the future regarding offers/services that may be of interest. You can opt out of these updates at any time.

