

ESTHER NEAL VETERINARY PHYSIOTHERAPY TERMS AND CONDITIONS



1. Sessions must be paid for in full on the day of or within 24 hr of the treatment or a late fee charge will be incurred.
2. If the appointment is cancelled within 24 hours of the scheduled appointment a half session charge will apply.
3. Appointments cancelled outside 24 hours prior to the session may be re-arranged/scheduled for no extra fee.
4. Esther Neal Veterinary Physiotherapy reserves the right to use any video footage or photography taken during treatments/sessions.
5. Owners are asked to be present for the initial assessment. Owner presence at follow up treatments/sessions is at the discretion of the physiotherapist.
6. Any relevant history regarding the animal to be treated should be disclosed prior to the initial assessment.
7. 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.
8. Animals cannot be treated without up-to-date vaccinations, unless a valid reason can be provided.
9. Consent from your veterinarian will be gained prior to appointments when applicable.
10. 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.