



Terms and Conditions

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This document sets out the terms and conditions upon which we carry out veterinary physiotherapy work for our clients. This is an important document. Please keep it in a safe place for future reference. These terms and conditions apply not only to current work but also to all future work unless we determine otherwise where we will write to you amending the terms. In this document and in any correspondence with you, "Director" means Kyla Bailey, "We" and "Our" means Kyla Bailey Veterinary Physiotherapy and "You" means the person who is our customer or, if more than one person, those persons who together are our customer. Where we act for two or more customers together it is on the understanding that we are authorised to act on instructions of either, both or any of them.

1. Working Hours:

Our working hours are 8am - 6.30pm, Monday to Friday and 8-12pm Saturday, excluding Public/ Bank Holidays. We will clearly state to you when we have our own personal holiday and your animal's treatment will be moved to the nearest working date.

2. Treatment Hours and Treatments:

These will be determined by caseload and will be confirmed with you at the time of booking. We remind that treatments are determined by your animal's initial assessment. Treatments may need to be delivered over a number of weeks to ensure a successful outcome.

3. Client Confidentiality:

The veterinary physiotherapist/client relationship is founded on trust and in normal circumstances we will not discuss or disclose to any third party information about a client or animal without express or implied consent.

4. Ownership of records:

We retain, as our property, all clinical records. Any veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records but only upon the request or consent of the client. Please refer to our Privacy Policy for further information.

5. Insurance:

We support the principle of insuring against unexpected accidents or illnesses. However, we would respectfully remind you that our terms of payment still apply and that the contract with the insurance company is between the client and the insurance company only. Direct payments to us from an insurance company may only be agreed by express permission of one of the partners.

6. Payments and fees:

We calculate our fees on any consumables used, professional time and opinion. Should a written report be requested, we reserve the right to make a charge for this with the complexity of the report and information required. The fees will be listed on a detailed invoice which will be produced after the treatment. Prices will be subject to an annual review on 1st January.

7. Cancellation Policy:

We understand that there may be extenuating circumstances forcing you to cancel your appointment. In other circumstances, if you cancel with less than 48 hours' notice, we reserve the right to charge half the price of the appointment charge. If you cancel within less

than 24 hours' notice we reserve the right to charge the full appointment price, unless the space can be filled.

8. Payment terms:

All outstanding invoices are to be paid in full within 7 days of invoice. Accounts may be paid by guaranteed cheque, cash or BACS. If you are using BACS see invoice for details, or please contact us 07361857035 for our bank details. Any outstanding invoice past 7 days will incur an additional charge of 5% per week to the original invoice.

9. Payment terms:

Any cheque returned, or any cash found to be counterfeit made as full or part payment of an invoice will be added back onto the account and will incur additional charges in the way of administrative costs and bank charges, and may then be subject to a 2.5% interest charge.

We reserve the right to pursue any unpaid accounts in any manner we deem appropriate.

This may include the use of a debt collection service or civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective client. For failure to comply with our payment terms we reserve the right to withdraw our services and will give notice of this in writing.

11. Complaints:

Our aim is to provide a first-class service. However, should you wish to discuss any problems you may have with our services we ask you, in the first instance, to address such issues to the Director being Kyla Bailey.

12. Data Protection:

In holding and using data about you, we will comply with the provisions of the General Data Protection Regulation and the Data Protection Act 2018. In instructing us to treat yourself or your animal, you authorise us to use that data in the course of the work that we do for you.

We will, where specifically required, pass on to Insurers details of clinical histories and case records relating to yourself or your animal. We will not divulge your details to other agencies except for debt collection purposes.