



Anna Wilson Veterinary Physiotherapy



BA (Hons), FdSc, AdvCertVPhys, MIRVAP, MRAMP

Terms and Condition

By attending your appointment, you agree to the following Terms and Conditions:

- Anna Wilson Veterinary Physiotherapy is fully qualified, fully insured veterinary physiotherapist and hydrotherapist and member of IRVAP and RAMP. I understand that therapist will make decisions in regards to my animal's welfare based on their professional judgement as they see fit.
- Whilst every care is taken in the provision of treatment and the care and maintenance of the water and equipment used, all dogs attending and undergoing treatment do so entirely at their owners' risk.
- Please make yourself aware of the relevant health and safety requirements both in and outside of the clinic. It is your responsibility to ensure that all instructions are followed.
- All dogs must have a veterinary referral before we can commence treatment.
- We reserve the right to refuse treatment to any animal at any time.
- All dogs must have a full current vaccination certificate during treatment.
- All treatment is to be paid for at the time of the sessions via cash or card payment. If an appointment is cancelled within 48hrs of the appointment time, a full appointment fee is payable, unless the appointment time can be filled. In the event of a no show the full appointment fee will be charged.
- Any accompanying dogs should be up to date with their vaccinations and we will need to see the vaccination records.
- Dogs with infectious or contagious (including zoonotic) cannot be swam, please ensure that any sessions are cancelled with at least 48 hours notice. If you are in any doubt ring the centre to save a wasted journey. This also includes bitches in season.

It is your responsibility as the owner to:

- Please ensure that your dog has not been fed for at least 2 hours before your appointment.
- If your dog is on any medication, please notify the clinic and also please ensure that your appointment time does not clash with the times of any medication. This also includes any changes in your dog's health, please notify the clinic as soon as possible.
- Ensure that your dog has toileted before swimming as defecation in the treadmill will incur an extra charge in addition to the normal session charge. This incident is highly likely to result in the facilities closing for a period of time whilst the water and treadmill is decontaminated before the next dog can use it. This may be for the rest of the day resulting in loss of business.
- Ensure that you act responsibly as a dog owner and clean up any mess into the green bin provided outside the clinic.
- Ensure that all dogs are kept on a lead and under proper control at all times.
- Ensure that suitable footwear and clothing is worn when attending the centre. We respectfully request that: If it is necessary for children to come with you, they must remain with an accompanying adult at all times for their safety and they should adhere to any instructions given by therapy staff.
- Anna Wilson Veterinary Physiotherapy cannot be held responsible for any loss or damage to any vehicle or personal property whilst on the premises.
- Anna Wilson Veterinary Physiotherapy reserves the right to use any still or video photography taken during treatment sessions as it requires (this may include promotional literature/facebook etc). If you do not wish images of your pet used please notify me via email: info@awvetphysio.co.uk
- Owners should seek permission before taking any still photography (usually granted); video photography is only granted on an individual case basis.