



**Alexandra Pinyoun ADvCertVPhys, MIRVAP, BSc**

49 Premier Road,  
Ormesby, Middlesbrough,  
TS7 9BA

T: 07896830724

E: [paws2poniesvetphysio@gmail.com](mailto:paws2poniesvetphysio@gmail.com)

W: [www.paws2poniesvetphysio.co.uk](http://www.paws2poniesvetphysio.co.uk)

## TERMS AND CONDITIONS

Thank you for choosing Paws to Ponies Vet Physio for your pet's physiotherapy sessions. This document represents your contractual agreement with Paws to Ponies Vet Physio and we therefore kindly ask that you read through the contents carefully, then sign and date at the bottom of the form.

### Health

1. Pets will not be treated without referral from their veterinary surgeon.
2. Whilst every care is taken of your pet whilst undergoing treatment, all pets receive physiotherapy treatment at their owner's risk.
3. Pets will not be treated without up to date vaccination records.
4. Owners are required to notify us if, during the course of treatment, the pet's condition or injury worsens, or if the vet advises that the treatment is stopped or suspended.
5. If the Physiotherapist thinks that your pet is too unwell on the day of treatment, treatment will not commence. Unfortunately, you will be charged £25.00 for the session due to it being classed as a cancellation.
6. Pets with infections or contagious conditions, such as kennel cough, parvo virus, ear, eye or skin infections or suffering with any sickness or diarrhoea will not be treated. Owners are advised to cancel all appointments with at least 24 hours' notice, until the condition is clear. Normal cancellation conditions apply.

### Payment & Cancellations

7. Owners are responsible for payment for physiotherapy sessions. The fees are currently:-
  - Physio sessions - £45.00.
  - Standalone electrotherapy session - £25
8. Deposits of £15 must be made upon booking to secure your session slot. These are non-refundable. The remainder cost of the treatment to be paid on the day.
9. Cancellations must be made with 24 hours' notice. Where 24 hours' notice is not given full payment for the session will apply.

10. If you are late for your session your pet may not have the opportunity to have their session and you will be charged £25.00 for the session.
11. If, at the initial consultation your therapist deems your pet unsuitable for treatment there will be a charge of £25.00 instead of £45.00.

**Miscellaneous**

12. The therapists reserves the right to refuse treatment of any pet.

**Photography/media**

13. Photographs and videos may be taken of your pet for our website or Facebook page. If you do not want your pets' pictures/videos to go on our website or social media pages please tick this box:

I do NOT want my pet's picture/video to go on the website/social media pages

PET NAME: .....

CLIENT SIGNATURE: .....

CLIENT NAME (PLEASE PRINT): .....

DATE: .....