



# HANNAH SIMPSON

## VETERINARY PHYSIOTHERAPY

*Recovering, rehabilitating and restoring the equine and canine athlete*



### Terms and Conditions

1. In accordance with the Veterinary Surgeons Act 1966, veterinary physiotherapists are required to treat under a referral via a veterinary surgeon for the treatment pre-existing injuries/conditions. All clients **MUST** have the referral form filled out via their veterinary surgeon and if your animal has not been directly referred to me for treatment from your veterinary surgeon then I will be in contact prior to your appointment to get their referral form completed.
2. Hannah Simpson Veterinary Physiotherapy reserves the right to refuse treatment to any animal and may wish to refer you back to your vet where necessary.

### Cancellation

1. Any cancellations must be made 48 hours prior to the appointment to incur no charges. Cancellations made less than 24 hours before the appointment will incur a full charge.
2. In case of an emergency cancellation, depending on the severity, less than 24 hours prior to the appointment, the charges may be waived but this is at the discretion of Hannah Simpson Vet Physio, and the appointment must be rescheduled.

### Payment

1. If claiming for veterinary physiotherapy treatment through your insurance company, you must have confirmation from the insurer that they will cover the cost of all physiotherapy sessions required. You will be required to pay for the cost of the physiotherapy session up front and I will then send off the claims for to the insurance company on your behalf. The insurance company will then reimburse you the cost of physiotherapy treatments.
2. Charges are based on the species, type of treatment and distance travelled. BACS is the preferred method of payment, but cash will be accepted. Payments must be made within 24 hours of treatment unless agreed otherwise.
3. In the unfortunate event of any difficulties in paying an outstanding invoice amount, please contact Hannah Simpson to discuss the matter in the first instance as soon as possible, so that a suitable repayment plan can be arranged. Please note that we reserve the right to pursue unpaid accounts in any appropriate manner, which may include the use of a debt collection service or civil proceedings. Any additional costs that might ultimately be incurred by Hannah Simpson Veterinary Physiotherapy in the process of having to recover outstanding fees will be added to the balance of your account along with standard rates of interest.
4. Any offers advertised on the website, social media, or other methods of advertised by Hannah Simpson Vet Physio, must be discussed at the time of booking, and can be withdrawn at any time at the discretion of Hannah Simpson Vet Physio.
5. Fuel charge for mobile bookings is dependant on location and within a certain radius is free. This will be calculated upon booking and discussed prior to the appointment.

### Your Obligations

1. By signing the declaration form, you agree that you are the legal owner of the animal referred for treatment and all information provided is correct.
2. Whilst all care is taken by a qualified veterinary physiotherapist, you understand that treatment is undertaken at the owner's risk.
3. You allow the physiotherapist access to your property during treatment and ensure the working area is safe with the animal fully prepared for treatment.
4. You take full responsibility in declaring and warning the physiotherapist against dangerous or harmful behaviours which may be elicited by the animal in question.
5. You agree to pay all charges outlined in the payment terms.

Hannah Simpson Veterinary Physiotherapy  
MSc, BSc(Hons), L4CertHydro, RAMP Reg, MIRVAP (VP)



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6. Owners must inform Hannah Simpson Veterinary Physiotherapy if their animal's condition worsens at any point during or after the appointment treatment, or if the vet advises against physiotherapy.

### **My Obligations to You**

1. You will be kept updated by Hannah Simpson Vet Physio on the treatment provided and the progress made, and a full report will be submitted to the referring veterinary surgeon following the initial appointment and at regular intervals during the sessions.
2. To abide by The Institute of Registered Veterinary & Animal Physiotherapists (IRVAP) and the Register of Animal Musculoskeletal Practitioners (RAMP) codes of conduct.
3. To ensure professional business insurance and membership to IRVAP and RAMP is up to date and valid.
4. To employ reasonable health and safety measures in regard to the animal being treated and any members of the public or staff within the premises.

### **Privacy Policy**

1. Data will be handled in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR).
2. The personal data collected on the referral form will be kept strictly confidential. The data is kept to all identification of clients.
3. Any paper documents will be stored in a file box, locked with a padlock and a number code which Hannah Simpson (owner of Hannah Simpson Vet Physio) will be the only one with access to.
4. Any electronic records will be stored in a password protected file on a password protected computer which Hannah (owner of Hannah Simpson Vet Physio) will be the only one with access too.
5. All data will be stored for a minimum of 7 years (even following the passing of the animal) for insurance purposes.
6. Information will only be shared with your referring veterinary professional, your insurance company (if claiming through insurance), and other veterinary professionals involved in their care, but you will be informed of this before data is shared.

### **Use of Videography and Social Media**

1. Some images with your consent, will be posted to various social media platforms, belonging to Hannah Simpson Veterinary Physiotherapy, for marketing purposes. Any content posted on social media will be discussed with you prior to posting and to obtain further approval before the content is released. I hereby release and discharge Hannah Simpson Veterinary Physiotherapy from any and all claims arising out of use of the photos.
2. Some photos and videos of the patient will be taken during static and dynamic assessment for treatment monitoring purposes which may be shared with other professionals involved with the animal i.e. veterinarian, farrier, saddle fitter, chiropractor etc. This footage will not be shared on social media. This footage will be securely stored, and password protected.