

Victoria Lee Veterinary Physiotherapy



Terms and Conditions

Veterinary physiotherapists are only allowed to legally treat your animal after receiving veterinary referral (Veterinary Surgeons Act 1966). Therefore, a veterinary referral must be obtained from the veterinarian before your physiotherapy session. If your veterinarian has not referred your pet to me directly, I will have to contact them and get a referral before your session. You will also be asked to complete an owner consent form at your first veterinary physiotherapy session.

Cancellations - these should be made 24 hours or more before your session or you may still be charged. You will still be charged for 50% of your pet's physiotherapy session if you cancel within 24 hours of the appointment or if you do not show up for your session. If your animal has fallen ill (diarrhoea, vomiting, fleas, etc.) or has a disease which is contagious (kennel cough, strangles, etc.), then you must change your appointment. If this happens, you will not be charged for your appointment.

Refusing to treat - The veterinary physiotherapist has the right to refuse to treat an animal if they believe it requires further veterinary attention. In this case you will not be asked to pay for your session. If, however, the animal is too dangerous to treat, the veterinary physiotherapist will not treat them, and you will be asked to pay for half the price of your session.

Payment - Cash, cheques, and bank transfers are all accepted forms of payment. However, this must be paid during the treatment session. If the payment is over 5 days late, fees may be added to your bill.

Insurance - If you have pet insurance which covers physiotherapy and you wish to make a claim, it is important to gain veterinary referral and authorization from the insurance company before you come to the physiotherapy session. I do not do direct insurance claims, therefore, you must pay for each session you come to before filling in claims forms. The insurance company will then reimburse you for any costs from your session.

Prior to sessions – it is important that your animal is clean and prepared for physiotherapy treatment before the veterinary physiotherapist arrives and that there is a clear area to treat them in. For a horse, a stable is suitable and for a dog, any area in which they have space to move and lie down in is necessary.

Victoria Lee Veterinary Physiotherapy aims to provide you with a high-quality professional service and strives to respond to issues quickly and competently. If you have any problems, please contact me as soon as possible on: 07852 385084

By booking an appointment, you are consenting to these terms and conditions. If you have any questions, please feel free to contact Victoria Lee on: vleevetphysio@outlook.com or 07852 385084

