

Terms of service

By confirming your appointment, you are agreeing to our Terms of Service stated below:

- To abide by The Veterinary Surgeons (Exemptions) Order 2015; we require a completed
 - 'Veterinary Referral Form' before the appointment in order for us to begin the rehabilitation. This treatment includes, but is not limited to, treatment post-surgery, injury and illness, weight loss, arthritis, elderly patients, psychological wellbeing and pain management.
- Physiotherapy is not a replacement for normal veterinary treatment. I will not diagnose your animal. Unexplained lameness cannot be treated unless this is under veterinary advisement.
 - Appointments can be changed or cancelled free of charge up to 48 hours before your appointment.
- Veterinary consent for all animals (unless maintenance/on going cases) must be received before confirming an appointment, veterinary reports will be sent after the first appointment and then every 5 sessions unless requested sooner
- Payment for treatment must be made before appointment starts
- Invoices will be sent 24hrs before appointment • Cash can be taken but must be paid upon arrival
- Cancellation charges are as follows:
 - Less than 48 hours' notice: 50% charge
 - Less than 24 hours' notice: 100% charge
- Missed appointments will incur a 100% charge, if more than 1 session is missed then a 50% non-refundable deposit will be taken upon booking
- Animals must be clean and dry at time of appointment otherwise session cannot take place and 100% charge will be incurred
- Confirmation of your appointment will be sent 48-72 hours prior to the appointment date
- New bookings must provide an email address and telephone number upon booking •
Records including your contact information, details about your animal and a record of treatment need to be maintained by Royston Rehabilitation & Veterinary Physiotherapy. Information is securely stored and is not shared with any third parties. A brief overview of treatment will be provided to your veterinary surgeon to maintain an accurate veterinary

record of your animal. If you require your records to be shared with anyone else, please make this request in writing.

- Many insurance companies will reimburse costs for veterinary physiotherapy; however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments.
- We reserve the right to cancel any appointment due to illness.
- You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.
- We reserve the right to refuse treatment to animals with a contagious condition including, but not limited to, ear, eye & skin infections.
- We reserve the right to refuse treatment to any animal we feel would endanger the therapist through nervous aggression.
- Royston Rehabilitation & Veterinary Physiotherapy cannot be held responsible for any injury, loss or damage to any person, pet or possession including vehicles.
- Whilst every care is taken during treatments, animals do so entirely at their own risk.
- We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote the business. If you would prefer not to have photographs/video taken of your pet for any reason, please notify us

Privacy Policy

Royston Rehabilitation's privacy policy declares how we may use and protect information that is given when using this website and during appointments.

Royston Rehabilitation is committed to ensuring your privacy is protected. Any information you provide in which you can be identified will only be used in accordance with this privacy statement. By using this website, you are agreeing to the collection of information as outlined in this statement.

We may collect the following information from you:

1. Name
2. Contact information including email address
3. Demographic information (postcode)

This personal information you provide will only be used to provide services, process the payments for these and to comply with the Veterinary Surgeons Act (1966) in regards to the veterinary referral form.

No information will be given to any third party unless required by law. If you wish to request details of the information we hold about you, under the Data Protection Act 1988, please get in touch with your request.

All reasonable precautions are in place to ensure data is secure.

Any changes to this policy will be updated accordingly when necessary.

Services are only undertaken following the receipt of a completed veterinary referral form to comply with the Veterinary Surgery (Exemptions) Order 2015 (SI2015/772) in the Veterinary Surgeons Act (1966). Minor changes to the services offered may occur to reflect relevant changes in law.

The cost of each appointment shall be paid in full via cash, card, cheque or bank transfer at the time of appointment. If payment is not received and you do not make payment within seven days after I contact you reminding you payment is due, any services will be suspended until such payment is made.

This website contains links to other websites. Should you use this links, you should be made aware that Royston Rehabilitation does not have any control over the information collected and privacy settings of such websites. It is recommended you look over the relevant websites own privacy policy.

Royston Rehabilitation complies with the following acts:

- Data Protection Act (1998)
- The Privacy and Electronic Communications (EC Directive) Regulations (2003)
- The Animal Welfare Act (2015)
- Consumer Rights Act (2015)
- The Veterinary Surgery (Exemptions) Order 2015 (SI2015/772) in the Veterinary Surgeons Act (1966)

This is a non-exhaustive list and more information on these and other acts can be found at <http://www.legislation.gov.uk/>

As of spring 2018 changes have been made to the Data Protection Act (1998) to the General Data Protection Regulation (GDPR). These changes ensure you as a client have more control over your personal data. Therefore, at your first appointment with me I will discuss with you and ask you to sign a form explaining this, what I use your data for and how you can request for me to have it removed.

COOKIES As with many websites, if you visit using cookies, we collect information that your browser sends which may include statistics such as your IP address, page journeys and browse time.