

### **Goldney EquinePhysio Terms and Conditions**

Before treatment, Goldney EquinePhysio must gain veterinary consent to adhere to professional regulations and animal welfare laws. By accepting these terms and conditions, I (owner) give consent for the physiotherapist to contact my veterinary surgeon to gain consent before treatment for Goldney EquinePhysio to complete a referral form.

If you wish to fill out your own referral form and have the vet sign it, please find blank forms attached in the footer of our website.

#### **Payment and Sessions**

- Sessions must be paid in full on the day of the treatment (or prior)
- The session fees will be charged in full if an appointment is cancelled without 24 hours' notice
- We reserve the right to cancel any session due to sickness, car breakdown, severe weather etc... We will notify you via the contact information written on your referral form unless stated otherwise
- Animals/ horses will not be treated without prior authorisation from a veterinary surgeon and must be deemed fit for treatment by the veterinary surgeon
- We reserve the right to refuse treatment to an animal/ horse that we feel is unfit to receive treatment
- Pre-paid sessions and sessions paid for in a block deal are non-refundable

#### **Safety**

- Treatment is given to the horse/ animals at the owners own risk
- We reserve the right to refuse treatment if the horse/ animal is poorly handled or the handler is unable to maintain full control
- Goldney EquinePhysio will not be held liable for any injury to the owner, handler, other third party or property during treatment sessions
- Handlers are advised to wear appropriate footwear, clothing, and safety equipment during the session. Goldney EquinePhysio will not be held responsible for injury caused by inappropriate personal protective equipment and clothing
- Goldney EquinePhysio is not responsible to check the safety of tack or restraining equipment (i.e., head collars lead ropes, leashes) and will not be liable to injury or damage caused by inappropriate equipment
- The animal/ horse should be in a suitable environment for treatment on level, hard ground where possible. Goldney EquinePhysio will not be held accountable for Injury or damage due to inappropriate surrounds
- Goldney EquinePhysio is under legal obligation to report any animal welfare concerns to the appropriate authorities.
- We ask for health and safety reasons that you follow the instructions given by the physiotherapist during treatment
- All handlers should be over the age of 18. Children under the age of 18 must be accompanied by an adult and are the adult's responsibility. Children should be kept a safe distance away from the animal/ horse at all times during the session for health and safety