



Terms and Conditions for Veterinary Physiotherapy Appointments

By booking an appointment with Ceola Reece Veterinary Physiotherapy, you agree to the following Terms and Conditions:

1. Veterinary Collaboration

In accordance with the **Veterinary Surgeons Act**, if your animal has any diagnosed condition or is currently under veterinary care for any condition, I will require a **veterinary consent form** completed by your veterinarian before beginning physiotherapy. Owners must inform me **prior to the session** if their horse or dog has any such conditions.

As a veterinary physiotherapist, I work alongside your veterinarian to provide the best possible care for your horse or dog. If, during my assessment, I identify a condition that I believe requires veterinary attention, I will request that you consult with your veterinarian before proceeding with physiotherapy.

If your veterinarian has filled out my consent form, I often like to send them a report of the clinical findings I have found with your animal, so we can work together to get the best outcomes. If you would prefer I didn't do this, please inform me.

2. Fuel Charges

Fuel costs apply to appointments and are calculated based on distance. Full details on fuel charges can be found on my website.

3. Cancellation Policy

If you need to cancel or reschedule your appointment, the following charges will apply:

- **72 hours before the appointment:** 20% of the session fee will be charged.
- **48 hours before the appointment:** 50% of the session fee will be charged.
- **24 hours before the appointment:** 100% of the session fee will be charged.
- **No-show:** 100% of the session fee will be charged.



4. Payment Terms

Payment options include:

- **Cash on the day of the appointment.**
- **Invoice sent after the session, payable within 14 days.**

Failure to complete payment within 14 days may result in additional charges:

- **A 20% late fee will be added to overdue invoices every 7 days** until payment is received.

5. Use of Images and Videos

During physiotherapy sessions, I may take images or videos of your horse/dog for use on my **social media accounts** and in **educational resources**. If you prefer that images or videos of your animal are not used, please let me know, and I will fully respect your wishes.

6. Liability & Owner Responsibility

- Owners must ensure their horse or dog is safely restrained and handled during appointments.
- While I take every precaution to ensure a safe and professional service, the owner accepts full responsibility for their animal's behaviour during the session.

7. Data Protection & Confidentiality

- Any information shared during consultations is treated as confidential and will not be shared with third parties, except with your veterinarian, if required, for the care of your horse/dog.
- Your personal details will not be shared without your explicit consent.

8. Agreement to Terms

By booking an appointment, you confirm that you have read, understood, and agreed to these Terms and Conditions.

For any questions, please contact me before your appointment. Thank you for your cooperation!



CEOLA REECE IMSC, EEBW, RAMP

VETERINARY PHYSIOTHERAPY

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Kind Regards,



Ceola Reece

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Equinology Body Worker, Canine Hydrotherapist

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