

# Terms and Conditions

## 1. Introduction

Louise Rogers K9 and Equine Rehab provides veterinary physiotherapy services for animals, including but not limited to rehabilitation, exercise therapy, and advice on care. These Terms and Conditions govern your use of our services and website.

By engaging our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

## 2. Acceptance of Terms

Accessing or using our website, booking appointments, or receiving services constitutes acceptance of these Terms and Conditions.

These T&C's are subject to change, with updates versions provided to clients via website, email or in writing.

If you do not agree with these terms, please do not use our services or website.

## 3. Appointments and Services

All appointments are subject to availability.

You are responsible for providing accurate information about your animal's health, history, and behaviour.

Services provided are based on professional assessment and judgment; results may vary depending on the animal's condition.

Under applicable legal regulations, we are not authorized to diagnose medical conditions. Our services are provided strictly as veterinary physiotherapy treatments, and we must work under the consent or referral of a licensed veterinary surgeon.

Proof of consent or a valid referral from a veterinary surgeon must be provided before treatment begins. We reserve the right to refuse treatment without appropriate documentation.

Services provided are based on professional assessment within the scope of veterinary physiotherapy and judgment; outcomes may vary depending on the animal's condition.

## 4. Health and safety

Clients must ensure their animal is fit to attend physiotherapy sessions and provide accurate information about any health issues.

We reserve the right to refuse treatment if an animal presents a safety risk to themselves, staff, or others animals.

If, during assessment or treatment, we believe an animal is not suitable for physiotherapy or may require further veterinary evaluation, we may refer the animal back to a licensed veterinary surgeon before continuing treatment.

Clients are responsible for supervising their animal during sessions and following physiotherapist guidance.

Initial assessments are required before any treatment or follow up sessions are done. This is approximately 1 hour -1 hour 45 minutes.

Follow up sessions can only take place once an initial assessment has been completed. This is approximately 30 minutes to 1 hour.

## **5. Limitation of Liability Section**

Services are provided to the best of our professional ability, no guarantees are made regarding outcomes.

Our liability is limited to the cost of the treatment provided.

We are not responsible for any indirect, incidental or consequential losses arising from the use of our services.

Clients are responsible for following advice and at-home exercises provided by the physiotherapist.

## **6. Payment and fees**

- *Canine initial assessment* = £55
- *Canine follow up* = £50
- *Equine initial assessment* = £70
- *Equine follow up* = £65

Payments can be made via bank transfer or cash.

Full payment is required before or at the time of the appointment.

For bundle packages, full payment is required to secure the sessions.

## **7. Cancellations**

You must provide at least 24 hours notice for cancellations or rescheduling appointments.

Late cancellations or missed appointments will be charged up to 50% of the full session fee.

For bundle packages, missed sessions are counted unless cancelled in accordance with the above notice period.

## **8. Bundle packages**

Bundle sessions must be used within a specific time period.

- Canine = £275 for 6 sessions to be used within 2 months
- Equine = £365 for 6 sessions to be used within 3 months

Unused sessions after the expiry period will not be refunded unless there are exceptional circumstances agreed by the physiotherapist.

Cancellations for sessions included in a bundle are subject to the same policy as individually booked appointments.

## **9. Travel charges**

Standard travel up to 15 miles from the clinic or base location is included in the price.

A travel fee may be applied for appointments located beyond 15 miles from the current location of the physiotherapist. The fee will range from 50p to £1 per mile, depending on the distance and whether the location is classified as rural or urban. Clients will be notified of any applicable travel charges at the time of booking.

# Privacy Policy

At Louise Rogers K9 & Equine Rehab, we are committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy explains how we collect, use, and store information about you and your animals when you use our website or services.

## 1. Information We Collect

We may collect the following types of information:

### *a. Personal Information*

Name, address, email, and phone number

Payment information (bank transfer or cash details)

Booking history and appointment details

### *b. Animal Information*

Animal name, species, breed, age, and health history

Veterinary referrals or consent documentation

### *c. Media and Images*

Photos or videos of your animal taken during sessions for treatment records or progress tracking

Photos or videos may also be used for marketing, social media, or educational purposes, with your consent

## 2. How We Use Your Information

*We use your information for the following purposes:*

To provide veterinary physiotherapy services

To schedule and manage appointments

To process payments and manage bundles/packages

To communicate important updates, reminders, or changes to services

To monitor and record treatment progress (photos/videos)

For marketing, social media, or educational purposes with explicit consent

To comply with legal and regulatory requirements

For administrative purposes and record-keeping

### **3. Sharing Your Information**

We will never sell your information. *We may share your data only in the following circumstances:*

With a veterinary surgeon or other licensed professional as required for treatment or referral

When required by law or to protect our legal rights

*Media Use:*

Any photos or videos used for social media or marketing will not include personal details without your explicit consent.

You can withdraw consent at any time, and we will stop using your animal's images for marketing purposes.

### **4. Data Retention**

Personal and animal information will be kept only as long as necessary for the purposes outlined above.

Treatment records will typically be retained for 7 years from the date of the last session, in line with professional standards.

Financial/payment records will be retained for 6-7 years, in accordance with accounting and tax requirements.

Media files (photos/videos) may be kept for the duration of treatment or longer if consent for marketing purposes is given.

Once records are no longer required, they will be securely deleted or destroyed.

### **5. Your Rights**

*Depending on your location, you may have the following rights:*

Access the personal information we hold about you

Request correction of inaccurate information

Request deletion of your data, subject to legal or professional obligations

Object to processing or request restrictions on processing

Withdraw consent for use of photos/videos for marketing or social media

To exercise any of these rights, please contact us using the details below.

### **6. Security**

We take appropriate technical and organizational measures to protect your data from unauthorized access, alteration, or loss.

### **7. Cookies**

Our website may use cookies or similar technologies to improve user experience. Cookies do not collect personally identifiable information.

### **8. Contact Information**

If you have questions about this Privacy Policy or how your data is handled, please contact us at:

Email: [info@lrk9equinerehab.com](mailto:info@lrk9equinerehab.com)

Phone: 07345198131

