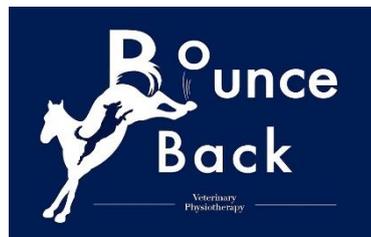


Terms and Conditions of Business:



1. All animals treated by Bounce Back Veterinary Physiotherapy Centre require a signed Veterinary Referral Form. After completing the first two sections please pass this to your referring Veterinary Surgeon for their attention and kindly request it to be returned to us.
2. Whilst every care is taken of each dog during treatment, it is done so entirely at the owner's risk. Every care and responsibility is taken when treating patients and in the maintenance of equipment etc. but no responsibility will be accepted for accidents or illness arising whilst undergoing treatment. No responsibility will be accepted for injury to owners whilst handling their own dogs on the premises.
3. All treatments are to be paid for at the time of the session. Receipts will be issued on request. The owner/carer of the animal receiving treatment agrees to pay all fees in full to Leaps and Bounds Veterinary Physiotherapy Centre. If fees must be recovered, any extra costs incurred in doing so are the responsibility of the owner/carer/person responsible for the animal. By signing this form, you agree to these terms and conditions.
4. Please ensure that your animal is as clean as possible for their session
5. Where an insurance claim is to be made, it is the responsibility of the owner to check that their policy covers treatment and no refunds will be given on treatment if insurance is refused. Under no circumstances will Bounce Back Veterinary Physiotherapy Centre be liable for fees incurred by the rejection of a claim and the outstanding treatment fees will remain the responsibility of the owner/carer, plus any additional expenses involved in recovering them should a debt collection agency be used. The owner/carer agrees to the payment of all fees by signing this form.
6. In the event of a cancellation by either owners or Bounce Back Veterinary Physiotherapy Centre 24 hrs notice is required. Should a client fail to inform us in advance and fails to attend for the pre-booked appointment, then the session will be charged at 50%. Bounce Back Veterinary Physiotherapy Centre will make all efforts to contact owners if an appointment needs to be changed or cancelled but will not accept liability for any losses or damage.
7. Any animal with a suspected infectious or contagious condition such as those affecting the skin, ears or eyes or with a chronic cough will not be treated without the specific written authorisation of the referring Veterinary Surgeon. Normal cancellation charges apply. If an owner/carer brings an infectious animal for treatment, they will be responsible for any costs incurred by contamination of our equipment, property and other animals.
8. For all appointments located at Canine Hydrocar premise, when in the hydrotherapy unit, car park and surrounding area, your animal must be kept on a lead and under close control and is always the owner's responsibility whilst attending appointments.
9. Bounce Back Veterinary Physiotherapy Centre reserves the right to refuse an animal treatment.
10. Dog 'toileting' is not permitted on the premises. However, there are adequate public dog areas close nearby with the appropriate disposal bins
11. Daisy Huxtable will ensure that adequate public liability and professional indemnity insurance is always kept up to date
12. Bounce Back Veterinary Physiotherapy Centre will accept no responsibility for any loss or damage to vehicles or personal property, however occasioned, whilst on the premises
13. If an animal must stop during a block of treatments, the difference on the course of treatments can be refunded, but all treatment to that point will then be calculated at the single values.