

Terms and Conditions

1. By law, all animals treated by Sadie Duncan require a veterinary referral. This will be requested from your vet prior to treatment. If there is any difficulty in obtaining this from your veterinary surgeon, it is your responsibility to ensure this documentation is acquired and delivered via email or post to Sadie Duncan prior to attending your first appointment. Sadie Duncan is unable to treat your animal without veterinary consent.
2. If your animal has an infectious/contagious condition you must inform Sadie Duncan as soon as possible, giving at least 24 hours notice, and arrange to reschedule your appointment. Your animal must have been free from symptoms of sickness for 48 hours before commencing physiotherapy treatment. You agree that Sadie Duncan will contact your veterinary surgeon to ascertain the health status of your pet and thus their suitability to receive physiotherapy treatment if deemed necessary.
3. If you need to cancel an appointment a minimum of 24 hours' notice is required. Cancellations made within the 24 hours prior to your appointment will incur the full treatment charge.
4. The preferred method of payment is card, cash or BACS. Payment is required at the time of treatment. Sadie Duncan reserves the right to pursue any unpaid accounts in any manner deemed appropriate. This may include the use of a debt collection service or civil proceedings. Any costs incurred in recovering unpaid accounts will be passed onto the respective client.
5. For clients wishing to utilise their pet insurance to claim for physiotherapy sessions, payment is required at the time of treatment and should be claimed back from the insurance company after treatment has been carried out. Sadie Duncan cannot make direct claims from the insurance company on your behalf.
6. Data Protection: The personal data collected about you will include data relating to your name, address and contact details, and the health/medical history of your animal. This data is collected as a way of identifying individual clients and keeping records of treatment. All data will be stored securely and kept for up to 7 years (professional requirement for insurance purposes) and will be used by Sadie Duncan for communication with you, your vet, and, where relevant, insurance or debt collector companies. The data collected will be used as a record of your animal's treatment and any changes that may occur in their health. You have the right to request access to your data, request corrections (if any errors in the data are identified) or deletion at any time. Information will be shared ONLY with your animal's vet or other veterinary professionals involved in their care for the purposes of keeping them informed of progress of patients under their care as is required by law.
7. Occasionally, photographs/videos may be taken of your pet for the purposes of producing educational/marketing material for Duncan Veterinary Physiotherapy. Please inform Sadie Duncan if you DO NOT wish for photographs/videos to be taken of your pet during treatment.
8. Should your pet's appointment require additional time than detailed on the price list page of the website, the hourly rate will apply and will be added in half-hour increments.