Terms & Conditions

Our Service

Paws and Hooves Fitness and Rehabilitation Ltd. (PHFR) offers Veterinary Physiotherapy to dogs and horses. We are fully insured, and are registered with both the Register for Animal Musculoskeletal Practitioners (RAMP) and the National Association of Veterinary Physiotherapists (NAVP). The health and wellbeing of both animals and people are vital and so we ensure that health and safety measures are always followed and all equipment is cleaned before and after use.

Veterinary Consent

Under the Veterinary Surgeons Act 1966, Veterinary Physiotherapists are required to have Veterinary permission before treating. We will contact your veterinary practice to obtain consent if they have not already contacted us prior to your appointment. Appointments will only be booked in once consent has been obtained to avoid having to move appointments should we not have received the completed consent form. PHFR may contact your referring vet practice to provide them with updates on your pet's condition.

Payment & Cancellations

We accept Cash, Card Payments or BACS payment which must be made on the day of treatment. A receipt/invoice will be provided for insurance claims.

Cancellations must be made with 48 hours' notice prior to the appointment time. Any cancellations made within 48 hours of the appointment will be required to pay 50% of the appointment cost.

PHFR reserve the right to request payment in advance where deemed necessary.

Owner Responsibilities

We request that the owner provides a suitable environment for the session and that any behavioural issues or triggers are disclosed either prior to the appointment or at the start of the first session. The owner may be required to hold the patient during the session. The owner is responsible for claiming back the appointment charge from the insurance company if applicable, an invoice can be provided on request. The owner is required to provide accurate information including the patient's medical history, current medications, previous injuries/surgery's as well as any changes in health status.

Appointment Conditions

The patient must be fit enough to receive treatment, and they may be referred back to their veterinary surgeon should the therapist feel this is required. Owners must inform PHFR of any health changes as soon as possible prior to treatment. The therapist reserves the right to stop or refuse treatment if they feel it is in the patient's welfare. This includes if the patient becomes distressed, aggressive, unsafe etc.