

Animotion Physiotherapy trades as ACT Physiotherapy (ACTP). Aquatic Canine Therapy (ACT) acts purely for administration purposes and is independent to ACTP.

1. Legal

- All physiotherapy sessions are carried out by a qualified ACPAT Chartered Physiotherapist. Owners must follow all professional advice given for the safety and wellbeing of their dog.
- Whilst all reasonable precautions are taken, physiotherapy treatment is undertaken entirely at the owner's own risk.

Veterinary Consent

- Animals will not be treated without a completed Veterinary Consent Form, and owners give permission for Aquatic Canine Therapy to obtain their pets' medical history. Owners must notify ACTP immediately, in writing, if the dog's condition worsens, new pathologies or lameness are identified or if the Veterinary Surgeon advises changes, suspension, or cessation of physiotherapy.
- Updated consent will be requested every **6 months**. Owners must inform ACTP immediately of any changes in medication or condition.

Photography & Video

- ACTP & ACT reserves the right to use photographic, or video footage taken during physiotherapy sessions for monitoring, witness statements and social media/marketing.
- No client personal data will be used without prior permission.
- Owners taking their own images/videos may do so for personal use only. Public use requires ACTP & ACT credit and must comply with copyright.

Equipment Loan

- Any physiotherapy equipment loaned to clients (including but not limited to: harnesses, supports, boots, slings, or home-exercise aids) is provided **in good faith**.
- All loaned equipment must be returned in the condition it was issued.
- If equipment is **not returned**, or is returned **damaged**, **the full cost of replacement or repair will be invoiced to the owner** and must be paid within **7 days**.

Cancellations

- Appointments cancelled with **less than 24 hours' notice** will be charged at **the full session cost**.
- Missed appointments (no-shows) will also be charged at the full session cost.

Pre-Session Requirements

- Dogs must not be fed for **three hours** prior to physiotherapy.
- Dogs must have toileted before the physiotherapist arrives.
- Dogs should be clean and brushed to remove excess hair.

Post-Session Care

- Dogs must not be fed for **one hour** after physiotherapy.

Liability

- ACTP is not responsible for loss or damage to personal belongings or property during house visits.
- ACTP is not responsible for damage to vehicles or property at the client's premises.

Insurance Claims

Aquatic Canine Therapy, acting as administrator, will complete **all insurance claim forms** for clients and submit them **directly to the Insurance Company**, together with the relevant invoices. You will be copied into the submission email to ensure you are aware the claim has been submitted and for what amount. Aquatic Canine Therapy will charge **£8** for every claim form completed. This payment is inclusive of VAT and will be owed to Aquatic Canine Therapy.

Clients must complete and sign the client section, then email, post or hand to:

Aquatic Canine Therapy
Unit 18, Orchard Business Park
Newbury Road,
Kingsclere,
Hampshire
RG20 4SY

Or email: hello.actnownewbury@gmail.com

2. Financial

Appointment Fees & Mileage

- A new client physiotherapy assessment costs **£75**.
- Follow-up physiotherapy sessions cost **£60**.
- A **mileage fee of £12** is charged for every house visit, payable in addition to the physiotherapy fee.
- No VAT applies to any physiotherapy service or mileage fee.

Payment

- Payment is due on the day of the appointment by card or BACS. BACS details are as follows:
- Payments not made within **7 days** will incur a **£15 fee per 7-day overdue period** to cover administration and account management.
- Accounts referred to the Small Claims Court will incur all associated costs, fees & interest on the amount and will be added to the outstanding balance.

3. Health & Safety

- Animals deemed aggressive must have a competent handler present and appropriate protective equipment. Treatment may be refused if deemed unsafe.
- Children and other pets must be closely supervised during house visits. Anyone causing distraction, upset, or risk to staff may result in the appointment being cut short. A full session charge will still be made.