

Terms and Conditions

Zoom appointments

1. Appointment bookings are subject to availability.
2. **Cancellation policy for Zoom appointments:** A 50% cancellation fee will be applied if you cancel your Zoom appointment between 24 hours and 12 hours before the scheduled time of the appointment. Please note that the consultation fee will have to be paid in full if you cancel 12 hours or less from the scheduled appointment time.

On my part, I would only request to cancel an appointment in extreme circumstances, e.g., severe illness or injury or computer failure. In that case, I would let you know at the earliest opportunity and would endeavour to reschedule at the earliest opportunity. If I need to cancel or reschedule an appointment, then I cannot be held liable for any losses or damages caused by this.

3. **Request to postpone a scheduled Zoom appointment**
 - a) If you need to rearrange an appointment, please give as much notice as possible. A request to reschedule an appointment with less than 24 hours' notice will incur a cancellation fee (see point 2).
 - b) If you rearrange any given appointment three times, then the full fee for this appointment would be charged. E.g., If you were to book an appointment for Mon 1st, request to rearrange it for Mon 8th, and then request to rearrange it for Mon 15th, then you would at that point need to pay the appointment fee to secure your booking. If you were then to cancel or postpone the Mon 15th appointment, then your fee would not be reimbursed.
4. **Payment** must be in British Pound Sterling (£) and can either be by:
 - Bank transfer, due no later than 6pm the evening before your appointment.
 - PayPal payment, due no later than 7pm (London, UK time) the evening before your appointment.
5. **Zoom session screenshots.** I routinely save one or more annotated screenshots from each zoom consultation session. I then send these to you as visual reminders of my advice. Please do not share these screenshots with others – they are for your reference only.
6. **Zoom session recordings.** On request, I am willing to record part of a zoom session. Within 24 hours of the consultation, you will then be sent a link to download this recording. This link stays active for 7 days. The recording will no longer be available for download once the link has expired. Recordings are sent to you for your own reference only. There is an audible and visual alert whenever I start or stop recording.
7. **Claiming back the cost of my fees through insurance.**
 - a. Whether or not you can claim back the cost of my fees depends on your insurance policy. Before treatment starts, please contact your insurance provider to check their terms and conditions. Some providers have a specific protocol that must be followed from the start before making a claim, e.g. before our first consultation, the

primary care vet may need to have written a note on the animal's record recommending assessment and/or physiotherapy with me.

- b. On request, I am happy to provide receipts and clinical notes suitable for insurance claims. Please give me enough notice for any paperwork. This is typically 48 hours, though would be longer than if I am away.

Home visit appointments

1. Appointment bookings are subject to availability.
2. **Cancellation policy for visit appointments:** A 50% cancellation fee will be applied if you cancel your visit between 48 hours and 24 hours before the scheduled time of the appointment. Please note that the visit will have to be paid in full if you cancel 24 hours or less from the scheduled appointment time, or if you are not there when I arrive.

On my part, I would only request to cancel an appointment in extreme circumstances, e.g., illness, severe injury or if snowed in. In that case, I would let you know at the earliest opportunity and would endeavour to find the best alternative solution for you and your animal, which could be a Zoom appointment or rescheduled visit. If I need to cancel or reschedule a visit, then I cannot be held liable for any losses or damages caused by this.

I plan my morning or afternoon schedule around a home visit, and these slots cannot usually be filled at short notice. If you must reschedule your consultation, please give as much notice as possible.

3. **COVID-19 self-isolation**
 - a) An in-person consultation cannot go ahead if you or anyone in your household is required to self-isolate. This could be because:
 - i. Someone in your household has tested positive for COVID-19 within the past 5 days.
 - ii. Someone in your household has a high temperature, a new continuous cough, or loss of or change to their sense of taste or smell.

Please let me know at the earliest opportunity if needing to self-isolate. We would then rearrange the consultation either as a Zoom appointment or as a rescheduled home visit subject to availability.

- b) **Short notice cancellation of visit appointments due to self-isolation.** If you need to cancel a home visit with less than 24 hours' notice due to COVID-19 self-isolation, then there is no cancellation fee if you agree to reschedule as a Zoom or in-person appointment for within the next 14 days. However, if you cancel a home visit with less than 24 hours' notice due to COVID-19 self-isolation and do not reschedule for within the next 14 days, the usual cancellation fee applies (see point 2)
 - c) An in-person consultation cannot go ahead if I need to self-isolate. In that case, I would let you know at the earliest opportunity, and would offer you alternatives of a Zoom appointment or rescheduled home visit.
4. **Request to postpone a scheduled visit appointment.**
 - a) If you need to rearrange an appointment, please give as much notice as possible. A request to reschedule an appointment with less than 48 hours' notice will incur a cancellation fee (see point 2).
 - b) If you rearrange any given appointment three times, then the full fee for this appointment would be charged. E.g., If you were to book an appointment for Mon 1st, request to rearrange it for Mon 8th, and then request to rearrange it for Mon 15th, then you would at that point need to pay the appointment fee within 24hours of that request to secure your

booking. If you were then to cancel or postpone the Mon 15th appointment, then this fee would not be reimbursed.

5. **Payment** can either be by:
 - a. Bank transfer, due no later than 6pm the evening before your appointment.
 - b. PayPal payment, due no later than 7pm the evening before your appointment.
 - c. Cash by the end of the visit consultation. If you plan to pay by cash, please let me know in advance.

6. **Claiming back the cost of my fees through insurance**
 - a. Whether or not you can claim back the cost of my fees depends on your insurance policy. Before treatment starts, please contact your insurance provider to check their terms and conditions. Some providers have a specific protocol that must be followed from the start before making a claim, e.g. before our first consultation, the primary care vet may need to have written a note on the animal's record recommending assessment and/or physiotherapy with me.
 - b. On request, I am happy to provide receipts and clinical notes suitable for insurance claims. Please give me enough notice for any paperwork. This is typically 48 hours, though would be longer than if I am away.