

Terms and Conditions

1. Veterinary Consent & Legal Compliance

Under the **Veterinary Surgeons Act 1966**, physiotherapy for animals must only be provided with veterinary referral or consent.

- A completed **veterinary referral form** is required prior to any treatment.
- No treatment will be administered without appropriate consent.
- All cases remain under the care of the referring veterinary surgeon, and findings may be shared to support a collaborative approach.

2. Appointment Bookings & Cancellations

- Appointments are confirmed once all relevant documentation (including veterinary referral) has been received.
- We kindly request a **minimum of 48 hours' notice** for cancellations or rescheduling of both mobile and on-site appointments.
- Cancellations made with less than 48 hours' notice may be subject to a **full appointment fee**, at the discretion of RPM Equine.
- Missed appointments without notice ("no-shows") will be charged in full.
- In the event of unexpected circumstances (e.g. veterinary emergency), please contact us as soon as possible—we aim to be flexible where appropriate.

3. Treatment & Patient Safety

- All assessments and treatments are tailored to the individual horse and based on clinical findings.
- If a horse is showing **signs of undiagnosed lameness, illness, or distress**, treatment will be postponed until veterinary assessment is obtained.
- The therapist reserves the right to **refuse or discontinue treatment** if the horse is deemed unsafe to handle, or if welfare concerns are identified.

4. Owner Responsibility

- It is the owner's responsibility to:
 - Ensure the horse is clean, dry, and prepared for treatment.
 - Provide a safe, suitable working area (flat, quiet, clean, sheltered if possible).
 - Disclose all relevant medical, behavioural, and performance history.
- Handlers must be **over 18 years of age**, unless otherwise agreed.

5. Payment Terms

- Payment is due **at the time of the appointment**, unless prior arrangement is made.

- Accepted payment methods include cash or BACS.
- Late payments may incur a fee.
- Invoices for yard or rehabilitation livery clients are issued monthly unless otherwise agreed.
- **If you require an invoice/receipt for insurance purposes, please inform us at the time of your appointment** so we can ensure the necessary details are included.

6. Rehabilitation Livery Clients

- Horses staying on-site for rehabilitation are cared for in accordance with agreed treatment plans from the referring vet and physiotherapist.
- A **separate rehabilitation livery contract** must be signed prior to a horse arriving on site. This outlines care expectations, daily management, fees, and owner responsibilities.
- Any changes in the horse's condition will be communicated promptly to the owner and referring vet.
- Owners are welcome to visit by prior arrangement to minimise disruption to treatment and routine.
- While every effort is made to ensure the safety and well-being of horses in our care, owners must maintain valid insurance and understand that horses are boarded **at their own risk**.

7. Insurance & Liability

- Please check with your equine insurance provider whether physiotherapy is covered.
- It is the owner's responsibility to reclaim fees from their insurer.
- RPM Equine accepts no liability for injury to the horse, handler, or third-party during treatment unless caused by proven negligence.

8. Data Protection & Confidentiality

- Client and patient information is handled in accordance with the **Data Protection Act (DPA) 2018** and **GDPR** regulations.
- Information will only be shared with your vet or associated professionals with your consent.

9. Media & Social Content

- Photos or videos may occasionally be taken for educational or promotional use.
- We will always request permission before sharing any identifiable images of you or your horse.

10. Agreement to Terms

By booking an appointment or admitting a horse to rehabilitation care with RPM Equine, you confirm that you have read, understood, and agree to these terms and conditions.