



Sadie Duncan PgDip BA(Hons) RVN RAMP
Duncan Veterinary Physiotherapy
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07950 726823
www.duncanvetphysio.co.uk

Terms and Conditions Effective from November 2025

1. Veterinary Referral and Consent

In accordance with current legislation and professional guidance, veterinary referral is required only when physiotherapy is provided to address a diagnosed medical condition, such as injury, illness, or lameness.

For animals receiving physiotherapy for routine maintenance, performance enhancement, or general well-being, veterinary referral is not required.

Where referral is necessary, it is the client's responsibility to ensure that the completed veterinary referral form or written consent is received by Sadie Duncan prior to the first appointment. If there is any uncertainty regarding an animal's clinical status, Sadie Duncan may contact the attending veterinary surgeon to confirm suitability for treatment before proceeding.

2. Infectious or Contagious Conditions

If your animal is unwell or suspected of having an infectious or contagious condition, please notify Sadie Duncan at least 24 hours prior to your appointment so that it can be rescheduled.

Your animal must be free from symptoms for a minimum of 48 hours before physiotherapy can take place.

Where necessary, Sadie Duncan may contact your veterinary surgeon to confirm that it is safe for treatment to proceed.

3. Cancellations and Missed Appointments

If you need to cancel or reschedule your appointment, please provide at least 24 hours' notice wherever possible.

Cancellations made with less than 24 hours' notice may be subject to the full treatment charge; however, this will be applied at the discretion of Sadie Duncan, taking into account individual circumstances.

In cases of repeated short-notice cancellations or missed appointments, payment in advance may be required for future bookings.

4. Fees and Payment Terms

Payment is required at the time of treatment, unless otherwise agreed in writing. Accepted payment methods include card, cash, or bank transfer. Sadie Duncan reserves the right to pursue unpaid accounts through appropriate means, which may include referral to a debt collection service or civil proceedings. Any costs incurred in recovering outstanding balances will be added to the amount due.



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5. Insurance Claims

Clients wishing to claim physiotherapy fees through their pet insurance must pay for sessions at the time of treatment and reclaim costs directly from their insurer.

Sadie Duncan is unable to make direct claims or liaise with insurance companies on behalf of clients, but can provide treatment summaries or receipts for submission to insurers.

6. Data Protection and Confidentiality

In compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, personal data collected will include your name, contact details, and relevant information regarding your animal's health and treatment history. This information is collected to maintain accurate clinical records and enable communication with you, your veterinary surgeon, and (where applicable) insurance or debt recovery services.

All data is stored securely and retained for a minimum of seven years in line with professional and insurance requirements.

You have the right to access, amend, or request deletion of your personal data at any time, subject to legal and professional obligations. Information will only be shared with your veterinary surgeon or other professionals involved in your animal's care when relevant or required by law.

7. Photography and Media

Photographs or video recordings may occasionally be taken during treatment for educational, clinical, or marketing purposes.

Please inform Sadie Duncan prior to or during the session if you do not consent to photographs or recordings of your animal being taken.

8. Appointment Duration and Additional Charges

Session durations are outlined on the price list available at www.duncanvetphysio.co.uk.

If a session requires additional time beyond the standard duration, the standard hourly rate will apply and be charged in half-hour increments.

9. Professional Standards

As a registered practitioner with the Register of Animal Musculoskeletal Practitioners (RAMP), Sadie Duncan adheres to the Veterinary Surgeons Act 1966 (Exemptions Order 2015) and all associated professional guidelines. Every treatment is carried out with the highest standards of professionalism, clinical integrity, and commitment to evidence-based physiotherapy practice.