



Terms of Business

1. PetTherapy Mobile Acupuncture Service ('PetTherapy') is a treatment service which supplies acupuncture treatment for a fee in the pet's own home environment. Fees are:

- £65 initial assessment and treatment
- £58 subsequent treatment
- £214 initial 4 session booking

2. Although a fully qualified and registered veterinary surgeon I am registered as a 'limited service provider' and solely offering clinical services in relation to acupuncture and pain management to pets. This means that if a client approaches me for treatment for their pet I will only do so on referral from their usual veterinary practice and the responsibility for routine healthcare and 24 hour emergency care (including first aid and pain relief) remains with the referring veterinary practice. I will always be available to deal with any adverse reactions to, or complications from, my acupuncture treatment.

3. I believe that only by working with the veterinary team that knows the animal best can my treatment be most effective. For this reason I will require contact details for the referring practice, will request a full medical history and will send them periodic reports about the acupuncture treatment and any other information relevant to the animal's health and welfare.

4. My service is guided by the Royal College of Veterinary Surgeons Code of Professional Conduct and I endeavour to make animal welfare my first priority and my clients' pets as if they were my own. It is my aim to provide a service to clients and their pets that they trust and are happy with and I will welcome any feedback on improvement.

5. I believe acupuncture is best used as a complementary therapy to conventional diagnosis and treatment and it is important a diagnosis has been reached before embarking on treatment. For this reason I will only accept clients on a referral basis from their regular veterinary surgeon. Although clients are welcome to contact me directly for enquiries or to book appointments I will require a full medical history and express permission from the referring veterinary surgeon to treat prior to confirming a booking.

6. Currently PetTherapy operates within the following areas:

Zone 1	< 15 minutes travel time from Tollerton NG12	No additional fee
Zone 2	15-30 mins	£7.50
Zone 3	30-45 mins	£12.50

Zone 4	45-60 mins	£15
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7. All clients with a confirmed booking will receive a Terms of Business document and a consent form via email at least 48 hours before the appointment date which must be read and agreed to prior to treatment.

8. I understand that circumstances can change at short notice therefore booking cancellations can be accepted up to 48 hours prior to treatment without penalty. However beyond this time cancellations may be subject to a late cancellation charge particularly in the case of repeated cancellations.

9. I myself, having young dependents, reserve the right to cancel a booking at short notice. I will always endeavour to contact a client as soon as possible if this is necessary and make plans to rearrange treatment as soon as is mutually convenient.

10. Payment can be made by bank transfer or card payment, and is due within 15 days of treatment. Late payment without good reason will result in refusal of any further bookings. PetTherapy cannot offer credit.

11. The above condition remains in place even in the case of valid insurance cover. Insurance claims can be processed for an administration fee of £18 per policy year and claim forms will only be accepted for completion providing there are no outstanding balances and the client section of the form is already completed. I do not offer direct insurance claims.

12. A small start-up business such as PetTherapy relies on a good reputation above all else therefore I ask that if you have any concerns with your pet's treatment or the service you have received, that you contact me directly at hello@pettherapyacupuncture.co.uk to discuss these concerns rather than posting bad reviews on social media. It is only in this way that I can learn genuinely what is working for clients and what is not and thereby improve my service.

13. Being a lone worker my personal safety is a priority and if for any reason I feel unsafe in a client's home environment I retain the right to refuse further treatment at that address.

14. How I collect and store client data is detailed in the Privacy Policy on my website.

Updated by Carole Parsons 16th January 2024