

MLP



— ANIMAL —
PHYSIOTHERAPY

MLP Animal Physiotherapy **Terms and Conditions**

Please read this important safety information and return a signed copy.

*This applies to treatment being undertaken at various locations; including, your home or the Caerphilly clinic.

Address for Physiotherapy clinic:

3 Clos Y Pant, Caerphilly, CF83 1SL (from February 2026 onwards).

1. Health and Safety - Dogs and People

Please keep MLP animal physiotherapy informed at all times of any changes to your pets health. This includes any changes to medication, behaviour, veterinary advice, surgical procedures or alternative treatment.

Please inform us if your pet contracts any infections or contagious diseases such as Kennel Cough.

When visiting the clinic please keep your dog on lead at all times.

Please be cautious of other dogs around the clinic, not all dogs are friendly and they may be nervous in an unfamiliar environment and with other people/ dogs approaching. They may be recovering from an injury and may be in pain.

Please wait outside until the patient before you has left and please give them plenty of space. You are welcome to knock the door but please do not try to enter unless we have said so, this is to ensure the safety of everyone involved and your pet/s.

We will keep an eye out for your arrival and will endeavour to keep to your allotted appointment time.

If you need any help at all with getting your dog in / out of the car then please inform a member of staff and we'd be happy to help.

Please be aware that there may be trip/ slip hazards at the clinic and just outside the clinic.

You are responsible for your children's safety at all times. You are responsible for informing anyone attending the clinic with you of the health and safety advice given in this form.

Please inform us if you are unable to participate in exercises/ treatment to motivate your pet in the clinic or if you are unable to participate in the at home prescribed exercises.

2. Cancellation Policy / Late arrivals

For cancellation of appointment a minimum of 24 hours is required, otherwise a full consultation charge will apply.

Please be on time for your appointment. Appointments cannot be extended for late arrivals. We will try our best to still see you but this may not be possible. If the session is shortened due to lateness then the full charge will still apply.

If the appointment is missed completely without notice then the full charge will apply.

3. Possible health risks - Dogs

The physiotherapist must be given full history from your veterinary practice to ensure they are aware of all possible health issues of your pet. It is important to make the physiotherapist aware of all medications that your pet is taking.

Physical exercises can put stress on your dog's cardiovascular and respiratory systems, if there is an undiagnosed condition your pet could be at risk.

Whilst extra precautions, a thorough assessment and care are taken with every patient, there is a possibility their condition could be worsened by physiotherapy or laser therapy.

Laser therapy is considered a safe and non-invasive treatment; however, as with any therapeutic modality, there are potential risks, which will be discussed prior to treatment.

4. Home Visits

Let us know if there is a particular area we should park outside your home.

Please provide the best contact number for the day of the session.

Please notify us of any health and safety risks.

Please ensure someone is always in and available to help. You may be asked to help with restraining or motivating your pet during a session. Please let us know beforehand with notice if you are unable to assist.

Prior to the appointment time please set up an area in your home where it is quiet with limited to no footfall from other members of the household.

Please have some treats ready, sometimes food is needed to motivate your pet.

5. Before your session

The referral form, questionnaire and T&C's must be completed and returned back to us before your first appointment.

Please do not feed your pet for at least 2-3 hours before a session.

Following your first appointment booking I will send the important information document for you to read.

6. During the treatment/ physiotherapy session

You may be asked to be present for the session and occasionally be asked to leave the room. We will work with you at all times to ensure we're doing what is best for your pet.

Please bring treats if they have specific allergies or dietary requirements to the session as occasionally your pet may need some motivation to do certain exercises.

You are welcome to remain in the treatment room unless advised otherwise. Alternatively you are welcome to leave your pet with us and then collect your pet at the end of the session but please remain close by to the facility.

Each appointment will include an assessment, treatment, exercises, an individual plan for in clinic, an at home exercise plan, use of machines if appropriate.

Please notify MLP Animal Physiotherapy if you or any person attending the appointment has a medical condition that may affect your pet's treatment, such as epilepsy or a pacemaker.

7. Treatment Cost

The cost is inclusive of all physiotherapy treatment and use of machines (if appropriate). Your pet will be seen and treated by the same fully qualified Veterinary Physiotherapist on each visit.

Most insurance companies will cover physiotherapy and laser therapy treatment but it is always best to check with your individual insurance company first. We would recommend contacting your insurance company before commencing any treatment if you're planning on claiming the costs back. We do not do direct claims so all treatment cost must be pre-paid **OR** paid at the end of each appointment.

8. After an appointment

During colder weather it is recommended to bring a coat for your dog for the journey home to keep them warm and comfortable.

Please do NOT feed your dog for at least 1-2 hours after their session.

Do NOT exercise your dog after a session, unless advised otherwise.

A tailored treatment plan will be discussed with you and an exercise plan sent to you following your session via email.

9. Data Protection

Data Collection - MLP animal physiotherapy will collect personal information and

data from you which you have given, including but not limited to names, contact details, veterinary history and pet information. This data is collected solely for the purpose of providing animal physiotherapy services and will not be shared with third parties without your explicit consent.

Data storage and security - We take all reasonable precautions to ensure the security and confidentiality of your personal and pet related data. This information will be stored securely and will only be accessible to authorised personnel within MLP animal physiotherapy.

Data usage - The information collected will be used for the following purposes: To provide effective and safe animal physiotherapy services. To maintain accurate records of your pet's treatment and progress. to communicate with you regarding appointments, treatment plans and updates. to share necessary information with your Veterinary Practice and/or Veterinary Surgeon, as required for the well-being of your pet.

Data access and correction - You have the right to access and correct any personal information we hold about you or your pet. If you believe that any information is inaccurate or incomplete, please notify us as soon as possible.

Data retention - MLP animal physiotherapy will retain your data only for as long as necessary.

Data Sharing - We will not share your data with third parties without your explicit consent, except in cases where sharing is necessary for the provision of animal physiotherapy services or required by law.

Data Deletion - Upon request MLP animal physiotherapy will delete your personal data unless required to retain it for legal or business reasons.

Your information will be stored in line with "<https://squareup.com/gb/en>" rules and guidelines.

10. Consent, understanding and signature.

I understand that by signing the Terms and Conditions and the accompanying referral form and new patient questionnaire form, that I am agreeing to abide by the Terms and Conditions as stated above. By signing below you agreeing to the following:

- 1. I give permission for my pet to receive treatment from “Megan Edge at MLP Animal Physiotherapy”.**
- 2. I understand and accept that there are potential risks associated with physiotherapy treatments and consent to my pet’s treatment.**
- 3. To the best of my knowledge all medical and behavioural history provided by myself or by my vet is correct.**
- 4. MLP Animal Physiotherapy may share information with my Veterinary Practice and/ or Veterinary Surgeon about my pet’s condition, progress and plan.**
- 5. By signing these terms and conditions, you acknowledge that you have read and understood the Data Protection and privacy section and consent to the collection, storage and usage of your personal and pet related data as outlined above.**
- 6. I will notify MLP Animal Physiotherapy if my pet(s) have contracted or been in contact/ exposed to any infectious or contagious disease(s).**
- 7. I give permission for MLP Animal Physiotherapy to store all photos and videos taken and all clinical documents about my pet.**
- 8. I give permission for MLP Animal Physiotherapy to use photos and videos of my pet on business platforms (the website - www.MLPanimalphysiotherapy.com , facebook - MLP animal physiotherapy and instagram - MLPanimalphysio).**
- 9. I consent to MLP Animal Physiotherapy storing my data following The Data Protection Act 2018.**

Full name:

Pets name:

Signed:

Date:

