

Veterinary Referral Form

Owner information

Name:

Address:

Postcode:

Home telephone:

Mobile telephone:

Email:

Pet details

Name:

Breed & colour:

Sex:

D.O.B:

Vaccination due date:

Insurance company:

Is this treatment to be part of insurance claim:

Yes:

No:

Vet details

Referring veterinary surgeon to fill out

Name:

Practice name and address:

Postcode:

Email:

Telephone:

Summary of injury / condition(s):

Investigations / Medication:

Vet report required:

Yes:

No:

Vet declaration

I consent to this animal having a physiotherapy assessment and appropriate treatment, including complementary therapies. I understand that the provision of professional indemnity insurance for this is the responsibility of Clent Hills Vets.

Signed:

Print name:

Date:

Owner declaration

I declare that I am the legal owner of the pet named above and that the information shown on this form is correct. Further, I confirm I have read and understood the terms of service printed overleaf.

Signed:

Print name:

Date:

Clent Hills Pet Fitness & Rehabilitation Centre

Terms of Service

By confirming your booking you are agreeing to our Terms of Service stated below:

- (a) If your pet is coming to our Centre for rehabilitation we require a completed 'Veterinary Referral Form'. According to the The Veterinary Surgeons (Exemptions) Order 2015, a Veterinary Physiotherapist can only treat animals by veterinary referral. Hydrotherapists act under the same rules. 'Rehabilitation' includes, but is not limited to, treatment post surgery, injury and illness, weight loss, arthritis, elderly patients, psychological wellbeing and pain management.
- (b) If your pet is coming to the centre for performance enhancement, or hydrotherapy for fitness / fun / puppy swims / water babies / water confidence, we require a vet-signed 'Fit to Swim Form'. Pets will not be able to use our facilities without the prior agreement of their vet.
- (c) Treatment fees are payable at each session in cash or by card.
- (d) Many insurance companies will reimburse costs for veterinary hydrotherapy, physiotherapy and/or acupuncture, however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments.
- (e) 24-Hour Cancellation Policy – a full 24 hours notice is required or you are liable to pay the full treatment price. Missed appointments must be paid in full. Please contact us by calling 01527 910516 if you are unable to attend your appointment as soon as possible. Please do not rely on Facebook or email to cancel an appointment as we may not receive these straight away.
- (f) We reserve the right to cancel any appointment due to power outage, maintenance or illness.
- (g) Pets must be clean, brushed and toileted prior to their sessions. You must clean up any accidents in or around our Centre. A surcharge of £50 will be applied if your pet fouls in the pool or water treadmill. This will contribute towards the cost of draining and cleaning the equipment as we will have to cancel any further appointments that day. Puppies must be toilet trained before visiting our Centre.
- (h) You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.
- (i) Pets must be up-to-date with vaccinations, and flea and worming treatments.
- (j) We reserve the right to refuse treatment to pets with a contagious condition including, but not limited to, ear, eye & skin infections, gastric upset, kennel cough, hookworm and fleas. You are advised to cancel your appointment at least 24 hours in advance and until the condition is clear. Normal cancellation conditions apply.
- (k) For their safety, dogs must be kept on leads and under control at all times whilst at our Centre when not undergoing treatment.
- (l) We reserve the right to refuse treatment to any pet we feel would endanger the therapist through nervous aggression.
- (m) You are advised to wear suitable clothing and non slip footwear as it can get quite wet in our Centre from hydrotherapy activities.
- (n) Our facilities are used at your own risk. Clent Hills Veterinary Group cannot be held responsible for any injury, loss or damage to any person, pet or possession including vehicles.
- (o) Whilst every care is taken during treatments, pets do so entirely at their own risk.
- (p) For health & safety reasons, any children visiting our Centre must be with the accompanying adult at all times.
- (q) To avoid sickness and/or potential health concerns, leave at least 1 hour before and 2 hours after your pet's hydrotherapy appointment without giving them food. Drinking water is fine throughout. We may offer your pet a small healthy treat as a reward after their treatment/swim, please let us know when you arrive if this is not suitable for your pet.
- (r) We have a pet shower and dryer at our Centre, however, there may be times your pet will not be completely dry after their pool/treadmill session. We recommend bringing a pet coat or towel that your pet can travel home in.
- (s) We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our Centre. If you would prefer not to have photographs/video taken of your pet for any reason please notify us when you arrive for your appointment.

For more information please visit clenthillsvets.co.uk

How to book an appointment

- Visits to our Pet Fitness & Rehabilitation Centre are by appointment only.
- Appointments can be booked by phone, in person at any of our veterinary practices, or you can enquire online.
- Before booking, please read and understand our Terms of Service above.
- In order for your pet to use our facilities you will need a signed 'Vet Referral Form' or 'Fit to Swim Form' (see terms of service). You can download these via our website, collect from our veterinary practices or we can email or post one to you on request.
- **Please note:** If your pet is referred to us for hydrotherapy, they will require a physiotherapy assessment with our team beforehand. Speak to our team for more info.

For more information please visit clenthillsvets.co.uk

Clent Hills Pet Fitness & Rehabilitation Centre | 01527 910516

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clenthillsvets.co.uk

