Terms and Conditions

The Harrrogate Vet Physio is the trading name of Sophie Brook, with the registered address being Harrogate, HG2.  The information on this website is intended for information and reference purposes only. We take care to ensure all information is correct, however, it should not be relied on as a replacement for seeking advice from either a qualified vet or vet physio.

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1. The Harrogate Vet Physio respects your right to privacy. Client records will be held for 7 years. It is necessary to provide your personal details so that your animal can be identified by both the treating veterinary surgeon and physiotherapist. When you visit our website we may also collect certain information automatically from your device. Data will also be collected when you make an appointment through the Apps on the website. Data will not be shared with anyone other than the referring veterinary surgeon and the physiotherapist who is treating your pet. 7 years after treating your animal, all documentation will be destroyed accordingly.

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2.  When making a booking, it is important to adhere to the appointment time; especially for the equine clinics as time must be allowed for travel between yards. Failure to cancel an appointment within 24 hours will result in full payment. If cancellation is unavoidable, discussions can be held with the physiotherapist regarding payment or rearranging appointments.

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3. Consultation fees are individual for each patient and depends on the modalities used and the treatment which is undertaken. Sessions must be paid for before the following session, otherwise, the physiotherapist has the right to cancel the session. The Harrogate Vet Physio treats animals within a 20 mile radius but upon request can travel an extra 10 miles with a charge of 45p per extra mile.

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4. The Harrogate Vet Physio can offer discounts when more than two animals are treated at one household/yard at the same time. This offer can be withdrawn at any time.

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5. Under The Veterinary Surgeons Act (1966) Exemptions Order (2015) a veterinary physiotherapist can only treat an animal once it has been referred by their veterinary surgeon. Therefore, The Harrogate Vet Physio can refuse to treat an animal without first receiving a signed referral form.