



TERMS and CONDITIONS

Veterinary Consent

1. Su Clark Clinical Canine Massage respects the **Veterinary Surgeons Act 1966** and the **Exemption Act 2015** by never working on a dog without first obtaining veterinary consent.
2. Prior to your first appointment Su Clark Clinical Canine Massage requires a signed and dated veterinary consent form, which needs to be brought with you to your dog's first treatment or sent prior to the appointment by email.
3. Su Clark Clinical Canine Massage reserves the right to refuse treatment to any dog that does not have the relevant consent.

Cost and Terms of Treatment

4. Current treatment prices are published on the website suclark.com.
5. Payment is required at the time of treatment or in advance. Bank transfer or cash or bank transfer are accepted forms of payment.
All cancellation fees must be paid within 7 days.
6. You consent to giving 48 hours notice for cancellation of appointments. For cancelled appointments outside of this notice period, without a genuine veterinary or medical reason, the session fee will be charged in full. Any new session is payable in advance.
7. Travel costs for home visits further than 10 miles from Su Clark Clinical Canine Massage's base location may apply. This will be discussed at the time of booking, along with any parking permits or necessary arrangements for parking.
8. Existing clients competing at shows where Su Clark Clinical Canine Massage is attending can benefit from a free on the day pre/post event massage.

Treatments

9. The first treatment will last up to 90 minutes and include a full history of your dog; gait and postural analysis; muscular assessment; massage treatment and aftercare advice.
Subsequent treatments and maintenance treatments will last up to 60 minutes.
10. If your dog is found to have fleas during treatment, the session will cease.
11. Your dog will attend their session in a clean state.
12. Your dog will have not eaten a meal in the last 2 hours before their session, and not be expecting a meal for at least 1 hour after the session.



13. You agree to walk your dog or give them gentle exercise before their session to allow them to answer the call of nature.
14. You give consent to your dog wearing an appropriate muzzle in line with standard Health & Safety Practice for working with domestic animals, should this be deemed appropriate after a risk assessment of behaviour and the situation is carried out.
15. Su Clark Clinical Canine Massage reserves the right to stop a treatment at any time, to safeguard the wellbeing of the dog, owner, and therapist.
16. Su Clark Clinical Canine Massage will not treat a dog within 14 days of having a vaccination, booster jab or spot on tick and flea treatment.
17. Su Clark Clinical Canine Massage uses photos and videos for gait and posture analysis. By agreeing to the session, you give consent for your dog to be photographed and videoed.
18. Su Clark Clinical Canine Massage does not allow photos or videos to be taken without prior knowledge and agreement.

Home Visits

19. Ensure that you provide a quiet and calm space for treatment, and minimise distractions during the session. Comfortable matting and soothing music will be provided by Su Clark Clinical Canine Massage.

Dog Owner Obligations

20. Declare that you are the legal owner of the dog being referred for massage and that all information provided is correct, relevant and in date to the best of your knowledge.
21. Take full responsibility to disclose all information about your dog's health, history & wellbeing during consultation & treatment.
22. Advise if your dog has ever bitten anyone or has any behavioural issues or aggressive tendencies.
23. Inform Su Clark Clinical Canine Massage of any changes in your dog's condition and/or behaviour. This includes infectious or contagious diseases, open wounds, sickness or diarrhoea, an epileptic episode in the last 6 months, or an accident where your dog has been injured.
24. Agree that should your dog's condition worsen you will seek veterinary advice before attending further sessions with Su Clark Clinical Canine Massage.



25. Ensure you keep Su Clark Clinical Canine Massage updated on any parasite control treatment being administered.

26. Agree that Su Clark Clinical Canine Massage may contact you via telephone, text message, social media or email with regards to anything which relates to Su Clark Clinical Canine Massage and your dog's care.

Su Clark Clinical Canine Massage Obligations

27. Su Clark Clinical Canine Massage reserves the right to refuse treatment to a dog that they feel is unsuitable for massage.

28. Su Clark Clinical Canine Massage reserves the right to stop treatment at any point if your dog is unwell, distressed, requires a referral back to their vet, becomes aggressive or is not benefiting from the massage.

29. Dogs with any infection will not be treated until such time as the infection is cleared.

30. Bitches in season will not be treated until their season has finished.

31. Some nervous dogs or those with challenging behaviour may require a longer appointment time or split appointments.

32. Su Clark Clinical Canine Massage cannot be held responsible for any loss or damage to personal items and belongings, including vehicles, however sustained, nor can Su Clark Clinical Canine Massage be held responsible for any personal injury.

38. Su Clark Clinical Canine Massage is a member of the Canine Massage Guild and follows the Code of Conduct & Professional Ethics provided.

39. Under the **General Data Protection Regulation (GDPR May 2018)** personal data that Su Clark Clinical Canine Massage holds for you will consist of: name, address, contact details, vet consent form, consultation form your dog's medical condition and massage sessions. This will be stored for 7 years. Your data is held securely for the purposes of maintaining treatment and associated records for the care of your dog. Your data will be available to you on request and is not shared with any third party except for other professionals involved in the care or treatment of your dog.

40. Su Clark Clinical Canine Massage will ask permission before using photographs of you and your dog for advertising purposes.

These terms of business may be updated at any time, it is the owner's responsibility to make note of any changes and to make Su Clark Clinical Canine Massage aware in writing of anything you do not agree to accept.