



Beth Roberts Veterinary Physiotherapy

Full Terms and Conditions

06/04/2026

Beth Roberts Veterinary Physiotherapy's obligations to you:

- Provide a professional and reliable service, prioritising animal welfare demands at all times.
- Observe and abide by the RAMP standards and codes of conduct.
- Ensure professional insurance and membership is up to date and valid.
- Offer gold-standard professional services and advice.
- Maintain and demonstrate professional standards of health and safety during appointments.
- Keep up to date with advances in the industry.

Client T&Cs

By booking with Beth Roberts Veterinary Physiotherapy, you agree to the following:

Appointments- Appointments work on a case-by-case basis and require a competent handler to be present. Each appointment will include assessment, aiming for static, dynamic and palpation, as well as range of motion where appropriate. However, if your animal is presented in an unfit state for this then Beth Roberts Veterinary Physiotherapy is within their right to refuse further assessment and treatment and refer the animal back to the vet. Assessments may also involve backing up, circles and lunging where appropriate for horses, and sit/ lie-stands for dogs.

Canine assessments are held at the physiotherapy facilities at Selworthy Veterinary Practice.

For equine assessments, a safe, flat area to work up is ideal. Additionally, a dry, sheltered area is needed to effectively treat and protect equipment. Appointments are also booked in advance, so routine slots cannot be guaranteed.

If as a client, you do not follow guidance on timelines between sessions, Beth Roberts Veterinary Physiotherapy has the right to charge for an initial session for 'follow ups', even if there is no new diagnosis, as the suggested timeline for routine treatment for that animal would have passed.

Payments- Payment is required in full by the date stated on your invoice, which you will receive at the time of booking. Cash or bank transfer payments are accepted, and payment can be accepted prior to the session on the day if paying cash. If payment is not completed, the physiotherapist has the right to refuse service and refuse booking rights in the future. Payment information will be provided when booking and again on the day if necessary.

Travel fees- For mobile treatment outside of my standard 30-minute journey radius, an additional travel fee will apply to cover the cost of mileage and fuel. If travelling to a group outside of this radius, the travel fee is only charged once, so it can be split between the group.

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I am based in Ivybridge, Devon, PL21 0ZD and do not charge for travel within the catchment area displayed on the contact section of our website. Travel fees are charged at £0.50 per additional mile; for any queries regarding this travel fee, please get in touch before booking.

Toll Fee- If travel to your destination involves use of the Tamar Bridge toll road, you as the client will be subject to pay this charge, following the current rates on the Tamar Bridge toll website.

Cancellations- Beth Roberts Veterinary Physiotherapy's [cancellation policy](#) states that cancellations are accepted up until 24 hours before the session. For any cancellations within this 24-hour period, you, as a client, will be liable to pay 50% of the session charge. If cancellations or 'no-shows' occur regularly, booking rights may be refused.

Late arrival/cancellations on our part- If I am going to be late or am going to be unable to make an appointment, I will let you know as far in advance as possible. I aim to avoid this at all costs; however, sometimes, it is not possible. If this is the case, there will be the option to reschedule or continue with the original appointment in cases of late arrival; your animal will still receive the full assessment and treatment required. Cancelled appointments will aim to be rescheduled within the same week to avoid missing routine treatment.

Veterinary Contact- Before your animal can receive treatment, veterinary consent must be gained under the Veterinary Surgeons Act, 1966. In gaining veterinary consent, you permit ongoing communication between myself and the practice's veterinarians, as long as your animal is receiving treatment. You also understand that as a physiotherapist, I may have to refer your animal back to the vet should a new concern arise, and therefore, I can only treat it again once further veterinary approval is gained. Initial referral can be completed by yourself and must be signed by your veterinarian, using the referral form on our bookings page.

If the consent form is not returned within a 48hr window of the booking and no further communication of this between yourself and the business has occurred, then you, as a customer, consent to me personally contacting the veterinarian for this referral form. However, for equine clients, your address is still needed for the purpose of the session and so it is helpful if clients can complete and return these forms promptly.

Data protection- Client data will be handled under the Data Protection Act, 2018 and GDPR guidelines. Data will only be shared with the relevant parties, including yourself as an owner and your referring vet practice for ongoing communication. For more information, please see our [privacy policy](#).

Animal's health- Animals must be presented in a healthy, disease-free state. If your animal contracts an illness, please contact me as soon as possible regarding your session, as some diseases mean your pet cannot be treated for the health and safety of myself and other clients. Dogs who have suffered diarrhoea or vomiting within the past 24 hours prior to their session are not permitted to receive hydrotherapy treatment, to avoid water contamination, dehydration and spread of illness, and so if your dog is suffering with these symptoms, please do inform the business at the earliest convenience. We will do our best to rearrange the session in this instance.

Animal's condition- Animals must be presented in a clean and dry state to get the most fulfilment out of each session. If an animal's condition compromises the quality of treatment or the treatment options that can be offered, the practitioner is not going to be held responsible for this and also has the right to refuse service.

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Post session recovery- You understand that treatment of your animal could potentially result in lameness, soreness, exacerbate other issues, fatigue following sessions and changes in behaviour. This is not the intention of treatment and expertise generally eliminates this. However, it can happen in some cases, particularly with compensatory issues and underlying conditions. As an owner you should follow post session advice and must report any changes or concerns when asked at the following session so that treatment can be modified.

Treatment of staff- Clients will treat Beth Roberts Veterinary Physiotherapy staff with respect. Any form of abuse will not be tolerated, and staff have the right to refuse or discontinue service if they feel unsafe or targeted with such behaviour.

Changes to T&Cs- T&Cs may be updated from time to time. We encourage clients to check this page frequently for any changes. Your continued use of our services after any change in the terms and conditions will constitute your acceptance of such change.

Contact- business and booking enquiries should give 48 hours for a response, although we aim to respond within 24 hours. Our main terms of contact include mobile and email which can be found below.

Mobile: 07754048988

Email: info@bethrobertsveterinaryphysiotherapy.com