



Terms and Conditions

Veterinary Consent

1. High Weald 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 High Weald 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. High Weald 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. Treatment starts at £40 per session.
5. Payment is required at the time of treatment or in advance. High Weald Clinical Canine Massage accepts the following forms of payment Cash / BACs. 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 my home may apply; to be discussed at the time of booking.
8. Existing clients competing at shows I am 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 gait and postural analysis and a full history of your dog. 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.
13. You agree to walk your dog or give them gentle exercise before their session to allow them to go to the toilet.
14. You give consent to your dog wearing an appropriate muzzle in line with standard Health & Safety Practice for working with domestic animals, should I feel that this would be appropriate after a risk assessment of behaviour and the situation is carried out.
15. High Weald Clinical Canine Massage reserves the right to stop a treatment at any time, to safeguard the wellbeing of the dog, owner, and therapist.
16. High Weald Clinical Canine Massage will not treat a dog within 14 days of having an injection, booster jab or spot on tick and flea treatment.
17. High Weald Clinical Canine Massage use 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. I do not allow photos or videos to be taken of me without prior knowledge and agreement.

Home visits

19. Ensure that you provide a quiet and calm space for treatment.

Owner Obligations

20. Declare that they 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 their knowledge.
21. Takes full responsibility to inform of all information about their 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 of any changes in their 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, an accident where your dog has been injured.
24. Agree that should your dog's condition worsen; you will seek further veterinary advice before attending further sessions with High Weald Clinical Canine Massage.
25. Please ensure you keep High Weald Clinical Canine Massage updated on any parasite control treatment being administered.
26. Agrees that Shanice Simmons of High Weald Clinical Canine Massage may contact you via telephone, text message, social media or email with regards to anything which relates to High Weald Clinical Canine Massage and your dog's care.

High Weald Clinical Canine Massage Obligations

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

28. High Weald Clinical Canine Massage reserves the right to stop treatment at any point if your dog is unwell, distressed, requires a referral back to the 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. High Weald Clinical Canine Massage cannot be held responsible for any loss or damage to personal items and belongings, including vehicles, however sustained, nor can High Weald Clinical Canine Massage be held responsible for any personal injury.

38. High Weald 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 High Weald 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 of treatment of your dog.

40. High Weald 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 Shanice Simmons of High Weald Clinical Canine Massage aware in writing, of anything you do not agree to accept.