



SAFE HANDS

CLINICAL CANINE MASSAGE

Terms and Conditions

By accessing and utilising the services of Karen Young, trading as Safe Hands Canine Massage (Safe Hands) you accept and agree to be bound by the terms and conditions set out below.

1. Veterinary Consent

In accordance with the Veterinary Surgeons Act 1966 and Exemptions Order 2015, all dogs must have written veterinary consent obtained before treatment. If your dog develops a new condition, updated veterinary consent may be required before treatment can continue. If at any point your veterinary surgeon advises that massage treatment should be stopped or suspended it is the owner's responsibility to notify Safe Hands.

Failure to provide a completed veterinary consent form by the time of the booked appointment will result in your dog not being seen, **and** charges will be as detailed in the cancellation policy below.

2. Requirements

Before your dog's appointment please ensure they have had adequate opportunity to relieve themselves.

Please do not

- feed your dog within two hours of their appointment
- exercise them within an hour of their appointment.

Any dog presenting with sickness, diarrhoea or flea infestation will not be treated, but the appointment may still be charged in full.

3. Appointments

Your appointment time and treatment location will be confirmed with you at the time of booking and will be followed up by an email confirmation.

Appointment slots are offered and confirmed on a first-come first-served basis. If times have been suggested they will not be reserved unless specifically requested by you and will only be held for that day, becoming available to book by others at the start of the following day if do not confirm it.

I offer appointments only at designated clinic locations (at present these are Tattershall Drive, Hemel and McGrumpy and Snuffles, Aylesbury).

4. Payment

Payment is due in full within 1 week of the treatment and preferred in advance of, or at the time of treatment.

Payment may be made by cash, credit or debit card, Apple or Google Pay or by BACS transfer. Cheques will not be accepted.

New clients wishing to pay by BACS are requested to complete the transfer in advance of their first appointment and bank details will be provided on request.

Invoice/receipts will be emailed to you after each treatment together with details of any further appointments booked.

For insurance claim cases, Safe Hands still require payment from you and will provide a receipt for use against any insurance claim you may make.

Safe Hands reserves the right to pursue unpaid accounts in any manner deemed appropriate including debt collection services or civil proceedings. Any costs incurred in recovering unpaid accounts will be passed to the client.

Failure to comply with these payment terms may result in future bookings being declined.

Appointments rescheduled due to a delay or error on the part of Safe Hands will not be charged.

5. Vouchers

Safe Hands Canine Massage Vouchers can be used as payment towards any available, advertised service and are valid for one use. If value remains on the original voucher a new voucher for the remaining value will be issued.

Vouchers are valid up to and including the expiry date

6. Cancellation Policy

If you provide less than 24 hours' notice to cancel or re-arrange an appointment you will be charged at the full fee, payable prior to confirmation of a new appointment.

No cancellation fees will be charged for cancellations due to Covid-19 symptoms or a positive test, or family emergency. Safe Hands realises that there are times when other things must take priority. Please call to discuss as soon as you know there may be a problem attending an appointment.

Waiver of cancellation fees is at Safe Hands sole discretion

Any cancellation fee must be paid within 7 days of the cancellation

Safe Hands has the right to cancel a treatment by giving 24 hours notice

Safe Hands has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, if Karen Young is taken ill or has a family emergency.

Safe Hands will attempt to rearrange any affected appointments within two weeks of the cancellation where possible

7. Insurance Claims

Many insurance companies will reimburse costs for canine massage treatment, but clients are advised to check their policy before booking an appointment.

Where specifically requested, Safe Hands will provide an insurer with case records.

For insurance claim cases the normal terms of payment terms above still apply. This is because the insurance contract is between the client and insurance company only.

8. Privacy and Confidentiality

All client records are held and used in accordance with General Data Protection Regulations 2018. In instructing Safe Hands to treat your dog, you authorise Karen Young to use that data in the course of the work carried out.

Your dog's veterinary surgeon will be contacted as necessary, in order to share progress and access clinical notes.

A veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records, with client consent.

Where specifically requested, Safe Hands will provide an insurer with case records.

Under normal circumstances, no client or animal information will be disclosed to any other third party, without explicit or implied consent. Safe Hands will not divulge your details to any other external agencies, except for debt collection purposes.

Safe Hands retains ownership of all treatment records.

9. Photographs, Videos and Written Materials

Photographs and videos are regularly used as a way of monitoring progress during treatment and to promote the benefits of my services via online and printed media. These are not to be shared online or with any third party without both Safe Hands and client agreement.

All communication from Safe Hands is confidential and intended for the sole use of the addressee. It is strictly forbidden to share any emails, messages, exercise plans, handouts or other materials provided by Safe Hands with any third party, without prior written consent.

10. Complaints

Karen Young through Safe Hands aims to provide the very best service to the client, their dog, and their veterinary surgeon. However, should you have any problems with the service that you receive please address these to Karen Young via karen@safehands.dog

11. Insurance and Ethics

Karen Young is a member of the Canine Massage Guild and a Licensed Coach with the Canine Conditioning Academy

Safe Hands is fully insured via Balens Canine Massage Guild Group policy

Safe Hands abides by the [Canine Massage Guild Code of Practice](#)