APOLLO / ANIMAL PHYSIOTHERAPY & HYDROTHERAPY

Terms & Conditions

Canine physiotherapy and hydrotherapy | Revised November 2026

Please read these terms before booking. By booking and accepting these terms, you agree to the conditions below.

1. Our services

We provide canine physiotherapy and hydrotherapy to support your dog's health and wellbeing. Our qualified professionals tailor treatment plans to your dog's individual needs.

2. Appointments & cancellation policy

All appointments must be arranged by contacting us directly. Online booking is not available. Please provide as much notice as possible if you need to cancel. The following cancellation charges apply:

Notice before appointment	Cancellation charge
More than 36 hours	**No charge**
24–36 hours (inclusive)	**£15**
Less than 24 hours	**100% of appointment fee**

Charges will be limited to our reasonable net loss, taking account of any savings or replacement bookings. Your statutory cancellation rights are unaffected.

3. Health & safety

An initial health assessment will determine whether treatment is suitable for your dog. Please disclose any pre-existing conditions, health concerns or changes in your dog's health before treatment.

4. Payment & treatment packages

Payment is typically arranged through treatment packages or agreed payment plans. All payment arrangements must be agreed, confirmed and set up before treatment can commence. Treatment will be placed on hold until these arrangements are in place. Clients must adhere to their agreed payment schedule. Any changes to pricing will be communicated in advance.

5. Privacy & confidentiality

We handle personal information in accordance with our Privacy Policy and treat information shared during treatment confidentially, subject to lawful disclosure requirements.

6. Client responsibilities

Please ensure your dog is up to date with vaccinations and free from contagious disease. Follow the guidance provided by our professionals for home care and exercises.

7. Liability & insurance

We provide services with reasonable care and skill. Nothing in these terms excludes or limits liability where doing so would be unlawful, or affects your statutory rights. We recommend appropriate pet insurance to cover unforeseen circumstances.

8. Ending treatment

We may terminate services for a serious or repeated breach of these terms, giving reasonable notice where appropriate. Immediate termination may be necessary where health or safety is at risk.

9. Governing law & disputes

These terms are governed by the laws of England and Wales. Please contact us in the first instance if you have a concern or complaint. This does not restrict your right to seek independent advice or bring a claim in a court with jurisdiction.

10. Changes to these terms

We may update these terms from time to time. We will notify clients of changes in advance. Revised terms apply to future bookings after they have been communicated and accepted.

Contact & acceptance

By accepting these terms, you confirm that you have read and understood them. If you have any questions, please contact us at:

bookings@apolloanimalphysio.com