

Terms & Conditions

These T&Cs are for the interest of safety, responsibility, and welfare of our clients. Train & Treat reserves the right to change these terms and conditions at any time. Any changes will take immediate effect and it is the responsibility of our clients to read these.

General

Massage is a soft tissue approach, working deeply yet gently, incorporating mobilisations, while working appropriately with the animal's body language responses to help release areas of tension, aid and improve range of movement, and with the aim of enhancing overall emotional and physical wellbeing.

I understand that a massage session does not replace veterinary advice or expertise, but works in conjunction with it. My vet is aware of past and current issues that my animal had/has.

My animal won't have had any new medication, vaccination or wormers within 3 days (either side) of the session, that Train & Treat have not been made aware of prior to the session.

My vet is in agreement for my dog to receive massage for maintain and wellbeing with Charis Donnelly of Train & Treat. This is a requirement for all animal therapists, to ensure that we are working alongside the vets, that they are informed of choices that relate to health and wellbeing, and may wish to add this information to their records.

Should my animal become ill or injured any time between gaining vet permission and the session, I will inform my vet and Charis Donnelly of Train & Treat.

I accept full responsibility for divulging any facts that may be relevant during treatment, particularly in respect of any changes to my horse's health. I confirm that my horse is not currently undergoing any veterinary investigations, treatment or rehabilitation for injury/illness.

Bookings

Payment is required in full prior to the session, once Veterinary Consent is received.

Cancellations

If you need to cancel your appointment, please inform me allowing 48 hours notice. Appointments cancelled with less than the notice period will incur a cancellation charge of £20.00. Appointments cancelled on the day will be charge the full appointment rate.

Data, Photography & Videos

Photos and videos may be taken during the appointment for use on social media and the company's website. Please let Charis know if you would not like to be in any photos or videos.

Privacy Policy

The personal data I collect about you will include data relating to your name and address, and the health and history of your animal. This data will be securely stored for up to 7 years and will only be used by myself for communication with you and will be used as a record of your animal and any changes that may occur in their health, wellbeing or performance. Information will only be shared with the animal's vet or other professionals as requested by you and the animal's vet.

