

Terms and conditions

1. Introduction

- 1.1 These terms and conditions shall govern your use of our website.
- 1.2 By using our website, you accept these terms and conditions in full; accordingly, if you disagree with these terms and conditions or any part of these terms and conditions, you must not use our website.
- 1.3 If you register with our website, submit any material to our website, use any of our website services or any physical services, we will ask you to expressly agree to these terms and conditions.
- 1.4 You must be at least 18 years of age to use our website; by using our website or agreeing to these terms and conditions, you warrant and represent to us that you are at least 18 years of age.
- 1.5 Our website uses cookies; by using our website or agreeing to these terms and conditions, you consent to our use of cookies in accordance with the terms of our privacy and cookies policy.

2. Credit

- 2.1 This document was created using a template from SEQ Legal (<https://seqlegal.com>).

3. Copyright notice

- 3.1 Copyright (c) 2021 White Peak Veterinary Physiotherapy.
- 3.2 Subject to the express provisions of these terms and conditions:
 - (a) we, together with our licensors, own and control all the copyright and other intellectual property rights in our website and the material on our website; and
 - (b) all the copyright and other intellectual property rights in our website and the material on our website are reserved.

4. Licence to use website

- 4.1 You may:
 - (a) view pages from our website in a web browser;
 - (b) download pages from our website for caching in a web browser;
 - (c) print pages from our website;
 - (d) stream video files from our website; and
 - (e) use our website services by means of a web browser,subject to the other provisions of these terms and conditions.

- 4.2 Except as expressly permitted by Section 4.1 or the other provisions of these terms and conditions, you must not download any material from our website or save any such material to your computer.
- 4.3 You may only use our website for your own personal and business purposes, and you must not use our website for any other purposes.
- 4.4 Except as expressly permitted by these terms and conditions, you must not edit or otherwise modify any material on our website.
- 4.5 Unless you own or control the relevant rights in the material, you must not:
- (a) republish material from our website (including republication on another website);
 - (b) sell, rent or sub-license material from our website;
 - (c) show any material from our website in public;
 - (d) exploit material from our website for a commercial purpose; or
 - (e) redistribute material from our website.
- 4.6 Notwithstanding Section 4.5, you may redistribute our newsletter in print and electronic form to any person.
- 4.7 We reserve the right to restrict access to areas of our website, or indeed our whole website, at our discretion; you must not circumvent or bypass, or attempt to circumvent or bypass, any access restriction measures on our website.

5. Acceptable use

- 5.1 You must not:
- (a) use our website in any way or take any action that causes, or may cause, damage to the website or impairment of the performance, availability or accessibility of the website;
 - (b) use our website in any way that is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose or activity;
 - (c) use our website to copy, store, host, transmit, send, use, publish or distribute any material which consists of (or is linked to) any spyware, computer virus, Trojan horse, worm, keystroke logger, rootkit or other malicious computer software;
 - (d) conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting) on or in relation to our website without our express written consent;
 - (e) access or otherwise interact with our website using any robot, spider or other automated means;

- (f) violate the directives set out in the robots.txt file for our website; or
- (g) use data collected from our website for any direct marketing activity (including without limitation email marketing, SMS marketing, telemarketing and direct mailing).

- 5.2 You must not use data collected from our website to contact individuals, companies or other persons or entities.
- 5.3 You must ensure that all the information you supply to us through our website, or in relation to our website, is true, accurate, current, complete and non-misleading.

6. Registration and accounts

- 6.1 To be eligible for an account on our website under this Section 6, you must be resident or situated in the United Kingdom and aged 18 or over.
- 6.2 You may register for an account with our website by completing and submitting the account registration form on our website, and clicking on the verification link in the email that the website will send to you.
- 6.3 You must not allow any other person to use your account to access the website.
- 6.4 You must notify us in writing immediately if you become aware of any unauthorised use of your account.
- 6.5 You must not use any other person's account to access the website, unless you have that person's express permission to do so.

7. User login details

- 7.1 If you register for an account with our website, you will be asked to choose a user ID and password.
- 7.2 Your user ID must not be liable to mislead and must comply with the content rules set out in Section 10; you must not use your account or user ID for or in connection with the impersonation of any person.
- 7.3 You must keep your password confidential.
- 7.4 You must notify us in writing immediately if you become aware of any disclosure of your password.
- 7.5 You are responsible for any activity on our website arising out of any failure to keep your password confidential, and may be held liable for any losses arising out of such a failure.

8. Cancellation and suspension of account

- 8.1 We may:
 - (a) suspend your account;

(b) cancel your account

at any time in our sole discretion without notice or explanation.

8.2 You may cancel your account on our website using your account control panel on the website.

9. Your content: licence

9.1 In these terms and conditions, "your content" means all works and materials (including without limitation text, graphics, images, audio material, video material, audio-visual material, scripts, software and files) that you submit to us or our website for storage or publication on, processing by, or transmission via, our website.

9.2 You grant to us a worldwide, irrevocable, non-exclusive, royalty-free licence to reproduce, store and, with your specific consent, publish your content on and in relation to this website.

9.3 You grant to us the right to sub-license the rights licensed under Section 9.2.

9.4 You grant to us the right to bring an action for infringement of the rights licensed under Section 9.2.

9.5 You hereby waive all your moral rights in your content to the maximum extent permitted by applicable law; and you warrant and represent that all other moral rights in your content have been waived to the maximum extent permitted by applicable law.

9.6 You may edit your content to the extent permitted using the editing functionality made available on our website.

9.7 Without prejudice to our other rights under these terms and conditions, if you breach any provision of these terms and conditions in any way, or if we reasonably suspect that you have breached these terms and conditions in any way, we may delete, unpublish or edit any or all of your content.

10. Your content: rules

10.1 You warrant and represent that your content will comply with these terms and conditions.

10.2 Your content must not be illegal or unlawful, must not infringe any person's legal rights, and must not be capable of giving rise to legal action against any person (in each case in any jurisdiction and under any applicable law).

10.3 Your content, and the use of your content by us in accordance with these terms and conditions, must not:

(a) be libellous or maliciously false;

(b) be obscene or indecent;

(c) infringe any copyright, moral right, database right, trade mark right, design right, right in passing off, or other intellectual property right;

- (d) infringe any right of confidence, right of privacy or right under data protection legislation;
- (e) constitute negligent advice or contain any negligent statement;
- (f) constitute an incitement to commit a crime[, instructions for the commission of a crime or the promotion of criminal activity];
- (g) be in contempt of any court, or in breach of any court order;
- (h) be in breach of racial or religious hatred or discrimination legislation;
- (i) be blasphemous;
- (j) be in breach of official secrets legislation;
- (k) be in breach of any contractual obligation owed to any person;
- (l) depict violence;
- (m) be pornographic, lewd, suggestive or sexually explicit;
- (n) be untrue, false, inaccurate or misleading;
- (o) consist of or contain any instructions, advice or other information which may be acted upon and could, if acted upon, cause illness, injury or death, or any other loss or damage;
- (p) constitute spam;
- (q) be offensive, deceptive, fraudulent, threatening, abusive, harassing, anti-social, menacing, hateful, discriminatory or inflammatory; or
- (r) cause annoyance, inconvenience or needless anxiety to any person.

11. Limited warranties

11.1 We do not warrant or represent:

- (a) the completeness or accuracy of the information published on our website;
- (b) that the material on the website is up to date; or
- (c) that the website or any service on the website will remain available.

11.2 We reserve the right to discontinue or alter any or all of our website services, and to stop publishing our website, at any time in our sole discretion without notice or explanation; and save to the extent expressly provided otherwise in these terms and conditions, you will not be entitled to any compensation or other payment upon the discontinuance or alteration of any website services, or if we stop publishing the website.

11.3 To the maximum extent permitted by applicable law and subject to Section 12.1, we exclude all representations and warranties relating to the subject matter of these terms and conditions, our website and the use of our website.

12. Limitations and exclusions of liability

12.1 Nothing in these terms and conditions will:

- (a) limit or exclude any liability for death or personal injury resulting from negligence;
- (b) limit or exclude any liability for fraud or fraudulent misrepresentation;
- (c) limit any liabilities in any way that is not permitted under applicable law; or
- (d) exclude any liabilities that may not be excluded under applicable law.

12.2 The limitations and exclusions of liability set out in this Section 12 and elsewhere in these terms and conditions:

- (a) are subject to Section 12.1; and
- (b) govern all liabilities arising under these terms and conditions or relating to the subject matter of these terms and conditions, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in these terms and conditions.

12.3 To the extent that our website and the information and services on our website are provided free of charge, we will not be liable for any loss or damage of any nature.

12.4 We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.

12.5 We will not be liable to you in respect of any business losses, including (without limitation) loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill.

12.6 We will not be liable to you in respect of any loss or corruption of any data, database or software.

12.7 We will not be liable to you in respect of any special, indirect or consequential loss or damage.

12.8 You accept that we have an interest in limiting the personal liability of our officers and employees and, having regard to that interest, you acknowledge that we are a limited liability entity; you agree that you will not bring any claim personally against our officers or employees in respect of any losses you suffer in connection with the website or these terms and conditions (this will not, of course, limit or exclude the liability of the limited liability entity itself for the acts and omissions of our officers and employees).

13. Breaches of these terms and conditions

13.1 Without prejudice to our other rights under these terms and conditions, if you breach these terms and conditions in any way, or if we reasonably suspect that you have breached these terms and conditions in any way, we may:

- (a) send you one or more formal warnings;
- (b) temporarily suspend your access to our website;
- (c) permanently prohibit you from accessing our website;
- (d) commence legal action against you, whether for breach of contract or otherwise; and/or
- (e) suspend or delete your account on our website.

13.2 Where we suspend or prohibit or block your access to our website or a part of our website, you must not take any action to circumvent such suspension or prohibition or blocking (including without limitation creating and/or using a different account).

14. Variation

14.1 We may revise these terms and conditions from time to time.

14.2 The revised terms and conditions shall apply to the use of our website from the date of publication of the revised terms and conditions on the website, and you hereby waive any right you may otherwise have to be notified of, or to consent to, revisions of these terms and conditions.

14.3 If you have given your express agreement to these terms and conditions, we will ask for your express agreement to any revision of these terms and conditions; and if you do not give your express agreement to the revised terms and conditions within such period as we may specify, we will disable or delete your account on the website, and you must stop using the website.

15. Assignment

15.1 You hereby agree that we may assign, transfer, sub-contract or otherwise deal with our rights and/or obligations under these terms and conditions.

15.2 You may not without our prior written consent assign, transfer, sub-contract or otherwise deal with any of your rights and/or obligations under these terms and conditions.

16. Severability

16.1 If a provision of these terms and conditions is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect.

16.2 If any unlawful and/or unenforceable provision of these terms and conditions would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

17. Third party rights

- 17.1 A contract under these terms and conditions is for our benefit and your benefit, and is not intended to benefit or be enforceable by any third party.
- 17.2 The exercise of the parties' rights under a contract under these terms and conditions is not subject to the consent of any third party.

18. Law and jurisdiction

- 18.1 These terms and conditions shall be governed by and construed in accordance with English law.
- 18.2 Any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England.

19. Statutory and regulatory disclosures

- 19.1 We subscribe to the National Association of Veterinary Physiotherapists and the Animal Health Professions Register codes of conduct, which can be consulted electronically at <https://www.navp.co.uk/information-for-vets.html> and <https://www.ahpr.org.uk/keydocuments>.

20. Our details

- 20.1 This website is owned and operated by Elysia Basford.
- 20.2 You can contact us:
- (a) by telephone, on the contact number published on our website; or
 - (b) by email, using the email address published on our website.

21. Veterinary referral

- 21.1 To comply with The Veterinary Surgeons Act 1996 all animals must have a fully completed Veterinary Referral Form, signed by a qualified Veterinary Surgeon. This is a legal requirement and White Peak Veterinary Physiotherapy will not treat an animal if this form has not been signed and returned prior to an appointment. The owner of the animal is responsible for getting this form signed and returned. If the Veterinary Referral Form has not been obtained 24 hours prior to a booked appointment then the appointment will be cancelled, except in exceptional cases. Exceptional cases require instances where the animal needs immediate veterinary physiotherapy treatment; a signed Veterinary Referral Form is still required. An example of exceptional circumstances may include an animal which has been involved in a road traffic accident and needs immediate veterinary physiotherapy treatment to facilitate recovery while in the Veterinary Surgeon's care.
- 21.2 A subsequent Veterinary Referral Form will need to be completed for any new conditions that arise during ongoing treatment, as the initial form only covers what the animal was originally referred for.
- 21.3 White Peak Veterinary Physiotherapy will only act within their area of competence. Veterinary Physiotherapists cannot diagnose animals with a condition. Where a condition not previously mentioned by the veterinary

surgeon is suspected, the animal may be referred back to the veterinary surgeon for examination.

22. Storage of information

22.1 All documents relating to the animal (including Veterinary Referral Forms, Client Information and Consent forms, treatment notes, and veterinary reports) will be stored securely (both physically and digitally) and in compliance with GDPR (2016) legislation, for seven years.

23. Prices, costs, fees, discounts, and promotions

23.1 Clients will be fully informed of all costs prior to booking an appointment. Any appointments outside of a 20-mile radius of Hartington will incur a mileage fee of 45 pence per additional mile. This will be determined by entering the location on Google Maps and selecting the shortest distance available; toll routes are not included in this search.

23.2 Where clients are eligible for a discount, offer, or promotion (e.g. in cases of group yard booking) this will be discussed and confirmed at least 24 hours prior to the appointment, and the discounted price made clear. The discount applies only to the base rate for the appointments; additional mileage fees are not included in the discount. White Peak Veterinary Physiotherapy reserves the right to withdraw offers and promotions at any time.

23.3 Where a specific quote may be given (e.g. for arranged clinic days or whole day bookings), this will be provided to the customer in advance of the booking (at least 24 hours). Any quotes are valid for 28 days, after which they are void, and a new quote will need to be sought.

23.4 Initial Consultation appointments for horses are charged at £55 for approximately 1 hour and 45 minutes. Follow-up or maintenance appointments for horses are charged at £45 for approximately 1 hour and 15 minutes. Initial Consultation appointments for dogs are charged at £45 for approximately 1 hour and 45 minutes. Follow-up or maintenance appointments for dogs are charged at £35 for approximately 1 hour and 15 minutes. Payments are taken on the day of treatment, not before or after. Payment can be made via cash, cheque or BACS, but card payments are not accepted. If payment is not received on the day of treatment, White Peak Veterinary Physiotherapy can refuse to see the animal again.

23.5 Cancellation is permitted 24 hours before an appointment. If an appointment is cancelled with less than 24 hours' notice, a fee of £20 will be incurred. If an owner is late to an appointment, no additional time is guaranteed to offset this.

24. Appointments

24.1 The owner of the animal should be present for the entirety of the animal's appointment. If the owner cannot be present, they must give written permission to a nominated person of their choice to act on their behalf. This person must be aged 18 years or older and competent in knowledge and handling of the animal in question.

- 24.2 Animals must be clean and dry in preparation for appointments.
- 24.3 If an animal has an infectious disease the owner must notify White Peak Veterinary Physiotherapy of this and cancel any upcoming appointments until the animal is declared free of the disease by a Veterinary Surgeon.
- 24.4 Animal welfare is of the utmost importance to White Peak Veterinary Physiotherapy and will be protected at all times. If White Peak Veterinary Physiotherapy knows of a breach of the Animal Welfare Act 2006 they are obligated to report this to the relevant authorities.

25. Refusing treatment

- 25.1 White Peak Veterinary Physiotherapy reserves the right to refuse treatment if the Terms and Conditions listed above are not adhered to, or if treatment would put themselves, other people, or any animal at risk.

26. Entire agreement

- 26.1 Subject to Section 12.1, these terms and conditions, together with our privacy policy, shall constitute the entire agreement between you and us in relation to your use of our website and shall supersede all previous agreements between you and us in relation to your use of our website.