

Anna Barker - McTimoney Veterinary Chiropractor

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Terms & Conditions

1. Definitions

The Supplier – Anna Barker McTimoney Veterinary Chiropractic, providing chiropractic assessment and treatment services for animals.

The Customer – The animal's owner or authorised person booking and paying for treatment services provided by the Supplier.

Animal – Any equine, canine, or other species receiving chiropractic treatment from the Supplier.

Appointment – Any scheduled consultation, assessment, or chiropractic treatment session provided by the Supplier.

Veterinary Consent – Written authorisation from a registered veterinary surgeon, as required under the Veterinary Surgeons Act 1966 and the Veterinary Surgery (Exemptions) Order 2015, allowing chiropractic treatment to be carried out.

Treatment Area – The general area in which the Supplier provides regular services. Extra travel charges may apply for locations outside this area, based on distance from the business address (DT4).

Travel Charge – Any additional cost applied for travel to a Customer's location, as outlined in the Pricing section. Travel costs may be shared between multiple clients seen at the same location.

Multiple Booking Discount – A 10% discount applied when four or more animals are treated at the same location with consecutive appointment times.



McTimoney Animal Association
Promoting excellence in animal chiropractic techniques

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Cancellation Fee – A fee applied when an Appointment is cancelled or rescheduled without the required notice period, as detailed in the Appointment Cancellations/Missed Appointments section.

Assessment Fee – A £20 fee applied when treatment cannot be provided due to the Animal's health, behaviour, or need for further veterinary intervention.

Insurance Claim – A reimbursement request made by the Customer to their insurance provider after full payment for treatment has been made to the Supplier.

Data Protection – Refers to the Data Protection Act 2018 and other applicable UK data protection laws governing the collection and use of personal information.

Liability – Any responsibility of the Supplier for loss, damage, or injury arising from treatment or during an Appointment, except where proven negligence exists.

Indemnity – The Customer's agreement to compensate or hold the Supplier harmless against claims, losses, or damages arising from the Customer's actions, non-compliance with Terms, or the animal's behaviour, except where caused by proven negligence of the Supplier.

Customer Responsibilities – Duties of the Customer to ensure safety, accurate information, and a suitable environment for treatment, as outlined in the Terms and Conditions.

Health and Welfare – The requirement for animals to be safe, fit, and adequately prepared for chiropractic treatment, including disclosure of medical history and behaviour issues.

2. Pricing

2.1 Equine Treatments

- Initial Consultation and Chiropractic Treatment (1.5–2 hours): £75
- Follow-up Assessment and Chiropractic Treatment (1 hour): £65

2.2 Canine Treatments

- Initial Consultation and Chiropractic Treatment (1–1.5 hours): £60
- Follow-up Assessment and Chiropractic Treatment (45 minutes): £50

2.3 Other Animals

For other species, please contact the Supplier directly for individual pricing.

3. Travel and Discounts

3.1 A travel charge may apply for locations outside the regular treatment area, based on distance from DT4.

3.2 When multiple clients are seen at the same location with consecutive appointments, the travel charge is shared.



3.3 A 10% discount per treatment applies when four or more animals are treated consecutively at one location (Multiple Booking Discount)

4. Veterinary Consent

4.1 Veterinary consent must be obtained before any chiropractic treatment, as required by UK law.

4.2 A veterinary consent form will be provided at the time of booking and must be returned before treatment. The Supplier can contact your veterinary practice to obtain consent if requested.

5. Payment

5.1 Payment is required in full before or on the day of the appointment by BACS or cash.

5.2 For insurance claims, treatment must be paid in full before an invoice and receipt are issued.

6. Cancellations and Missed Appointments

6.1 A minimum of 48 hours' notice is required to cancel or reschedule an appointment.

6.2 Less than 48 hours' notice incurs a £20 fee. Cancellations within 24 hours or missed appointments incur the full treatment fee.

6.3 Future appointments must be paid in full at the time of booking if a cancellation or missed appointment fee remains unpaid.

6.4 The Supplier may cancel appointments due to illness or emergencies but will provide as much notice as possible. In the event of a cancellation or amendment, the Supplier will either issue a refund for any pre-paid appointment fees or, upon agreement with the Client, apply the pre-payment to a re-scheduled appointment.

7. Refusal to Treat

7.1 The Supplier reserves the right to refuse or stop treatment if an animal's health, behaviour, or safety is a concern, or if veterinary care is required first.

7.2 In such cases, an assessment fee of £20 will apply.

8. Insurance Claims

8.1 It is the Customer's responsibility to confirm insurance coverage before treatment.

8.2 A veterinary referral letter must be provided for insurance claims.



9. Privacy and Data Protection

9.1 The Supplier complies with the Data Protection Act 2018 and all applicable UK data protection laws.

9.2 Personal information is used only for providing treatment and related communication. Information is never shared or sold to third parties.

9.3 The Supplier may contact you by email or phone with relevant updates or information relating to your animal's treatment.

10. Terminology and Limitation

10.1 The term "chiropractic" refers only to treatment provided to animals. The Supplier does not provide human chiropractic services.

11. Agreement

By booking an appointment with Anna Barker McTimoney Veterinary Chiropractic, the Customer agrees to these Terms and Conditions.

12. Liability and Disclaimer

12.1 All treatments are carried out with the utmost care and professionalism; however, results cannot be guaranteed as every animal responds differently.

12.2 The Supplier is not liable for any loss, injury, or damage arising during or after treatment, except where caused by proven negligence.

12.3 The Customer is responsible for the animal's behaviour and safety during appointments, including at livery yards, stables, or home visits.

12.4 The Supplier accepts no liability for damage to property or injury caused by the animal during the course of treatment.

13. Health and Welfare

13.1 The Supplier will only treat animals deemed fit for chiropractic care and reserves the right to postpone or refuse treatment if veterinary intervention is required first.

13.2 Animals must be clean, dry, and safe to handle at the time of the appointment.

13.3 Customers must inform the Supplier of any changes to the animal's health, medication, or veterinary diagnosis before each appointment.



14. Customer Responsibilities

- 14.1 The Customer must ensure there is a safe, clean, and adequately lit area for treatment.
- 14.2 The Customer must be present, or ensure a responsible adult is available, throughout the appointment.
- 14.3 The Customer must secure and handle animals safely under instruction.

15. Governing Law

- 15.1 These Terms and Conditions are governed by the laws of England and Wales.
- 15.2 Any disputes arising under these Terms and Conditions will be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Indemnity

- 16.1 The Customer agrees to indemnify and hold harmless the Supplier against any claims, losses, damages, or expenses (including legal costs) arising from:

- The Customer's failure to provide accurate information regarding the animal's health or history;
- The Customer's failure to comply with these Terms and Conditions; or
- Injury or damage caused by the animal during or after treatment.

- 16.2 This indemnity applies except where any such claim, loss, or damage arises directly from the Supplier's proven negligence.

For any queries, please contact the Supplier directly.

