

## PHYSIO EVOLUTION ANIMAL PHYSIOTHERAPY L.L.C

### Small Animal Physiotherapy & Hydrotherapy | Terms & Conditions (2025)

#### PREAMBLE

(A) **PHYSIO EVOLUTION ANIMAL PHYSIOTHERAPY L.L.C** is a Limited Liability Company incorporated in Dubai, United Arab Emirates under licence number 793593 with its registered address at Unit 4, owned by Muhamad Nur Mahmud Muhamad Mashrum, Bur Dubai, Nad Al Shiba 1, Dubai, United Arab Emirates ("**Physio Evolution**").

(B) Physio Evolution offers physiotherapy and related services for small animals within the United Arab Emirates. These services may include, without limitation, manual therapy, exercise therapy, hydrotherapy, electrotherapies, dry needling, class 4 K-laser, and any other therapy considered safe and appropriate ("**Service**" or "**Services**").

(C) You ("**You**", "**Your**"), as the signatory to the registration form to which these T&Cs are attached (the "**Registration Form**"), are the owner or legal guardian of the pet(s) registered ("**Animal**" or "**Animals**") and wish to engage Physio Evolution to provide Services.

(D) Physio Evolution will provide the Services **by appointment only**, and only as, if, and to the extent deemed necessary, safe, and appropriate for each Animal.

THEREFORE, the Parties agree to the following Terms:

#### 1. General

1.1 These Terms govern the provision of Services by Physio Evolution for Your Animal(s).

1.2 Physio Evolution will take all reasonable care and apply professional skill during service delivery.

1.3 By signing the Registration Form, You agree to receive Services at **Your own risk**, and You understand that physiotherapists are **not veterinarians**. Veterinary advice should be sought independently.

#### 2. Registration Requirements

2.1 No Services will be provided without full completion of the Registration Form.

2.2 You must provide an **up-to-date vaccination record** and **microchip number**, submitted via:

- Online Registration Form upload
- Email: [info@physio-evolution.com](mailto:info@physio-evolution.com)
- WhatsApp: **+971 (0)56 226 7099**

2.3 These Terms, together with the Registration Form, constitute the "**Contract**".

#### 3. Vaccination & Health Requirements

To ensure safety of all animals onsite:

##### **3.1 Dogs must have:**

- Rabies\*
- Distemper/Hepatitis/Parvovirus/Para-influenza (DHPPi)\*  
*24-hour waiting period after vaccination is required before entering the facility.*

##### **3.2 Cats must have:**

- Rabies
- Feline Rhinotracheitis/Calicivirus/Panleukopenia (Tri-Cat)
- Active flea, tick & internal parasite control

### **3.3 Parasite Control**

All animals must be under effective flea, tick, and parasite control. Physio Evolution may refuse service if an animal presents with parasites or contagious symptoms.

### **4. Appointments**

- 4.1 All appointments must be made via WhatsApp: **+971 (0)56 226 7099**.
- 4.2 Physio Evolution will use reasonable efforts to provide Services at the scheduled time.
- 4.3 Physio Evolution may cancel or reschedule appointments at any time at its discretion.
- 4.4 No appointments will be available on **25 December** or **1 January**.

### **5. Payment Terms**

- 5.1 Fees for Services are set by Physio Evolution and may be updated at any time. Fees are exclusive of VAT.
- 5.2 Accepted payment methods: cash, credit/debit card, bank transfer.
- 5.3 Invoices are payable **upon receipt**. Unpaid invoices may:

- Result in immediate termination of the Contract
- Prevent further appointments
- Be subject to legal recovery routes

5.4 Cash payments that exceed the invoice amount will be credited to future sessions; change is not provided.

### **6. Cancellation Policy**

- 6.1 A **24-hour cancellation policy** applies to all appointments.
- 6.2 Failure to cancel with at least 24 hours' notice results in **100% of the appointment fee** being charged.
- 6.3 If Your animal becomes acutely unwell and cannot attend, a **veterinary report** must be provided within 5 working days for Physio Evolution to consider waiving or crediting the fee.

### **7. Owner Responsibilities**

- 7.1 You must disclose **all medical conditions**, behavioural concerns, and relevant history.
- 7.2 You acknowledge that Physio Evolution may refuse or suspend treatment if risks are identified.
- 7.3 You must attend the session or assign a responsible adult ("Designated Attendee").
- 7.4 You must ensure staff can safely access and handle Your Animal.
- 7.5 If an Animal displays aggression or unsafe behaviour, treatment may be stopped without refund.

### **8. Hydrotherapy – Additional Terms**

- 8.1 **Veterinary consent is required** prior to hydrotherapy; all medical conditions must be disclosed.
- 8.2 A pre-session health assessment will be performed. If the therapist deems the Animal unwell, the session will not proceed and no charge will apply.
- 8.3 Animals **cannot** participate if they have:

- Infectious or contagious diseases
- Ear, eye, or skin infections
- Open wounds
- Vomiting or diarrhea

8.4 Female dogs **in season** cannot attend sessions.

8.5 Owners must:

- Avoid feeding the Animal within **2 hours** before the appointment
- Ensure the Animal toilets before entering the hydrotherapy centre

8.6 Towel drying is provided, but owners should bring additional towels, especially for long-haired breeds or cool weather.

8.7 Optional grooming/drying services may be booked via Dogwalk: **052 861 0990**.

## **9. Photography & Recording**

9.1 You consent to Physio Evolution and Dogwalk using images or recordings of Your Animal for marketing (website, social media, print, etc.).

9.2 You may withdraw consent in writing at any time.

## **10. Data Privacy**

10.1 Physio Evolution will store, process, and transfer personal data in accordance with applicable laws.

10.2 By entering into the Contract, You consent to:

- Processing of Your personal data
- Transfer to third-party IT providers (booking systems, messaging, invoicing)

10.3 Withdrawal of consent must be made in writing (see Clause 14).

## **11. Confidentiality**

11.1 You may not disclose Physio Evolution's confidential business information.

11.2 Disclosure is permitted only if required by law or with written permission.

11.3 Confidentiality obligations survive for **three years** after Contract termination.

## **12. Limitation of Liability**

12.1 Physio Evolution's liability is limited to the value of the fee paid for the relevant appointment.

12.2 Physio Evolution is not liable for:

- Indirect, special, or consequential losses
- Undisclosed medical conditions
- Failure to obtain veterinary consent
- Injury resulting from owner negligence
- Contagious illnesses brought onto premises

12.3 All treatments are undertaken **at the owner's risk**.

## **13. Third Parties**

13.1 This Contract benefits only You and Physio Evolution.

13.2 No third party has rights to enforce the Contract.

## **14. Notices**

All notices must be provided in writing to:

**Email:** info@physio-evolution.com

**Attention:** Kirsten Christiansen

### **15. Assignment**

15.1 You may not assign this Contract without written consent.

15.2 Physio Evolution may assign its rights to business successors.

### **16. Amendments**

16.1 Physio Evolution may update these Terms at any time without notice.

16.2 Your continued use of services indicates acceptance of updated terms.

### **17. Severability**

17.1 If any clause is deemed invalid, the remainder remains enforceable.

### **18. Entire Agreement**

18.1 This Contract represents the full agreement between You and Physio Evolution.

### **19. Term & Termination**

19.1 The Contract is valid from the date of signature and remains valid for **five (5) years**, renewing automatically for additional five-year terms.

19.2 Either party may terminate with **30 days' written notice**, except where earlier termination is allowed under other clauses.

### **20. Governing Law & Jurisdiction**

20.1 This Contract is governed by the laws of the **Dubai International Financial Centre**.

20.2 Any dispute shall be resolved through the **DIFC Courts**.

### **Declaration**

By signing the Registration Form, You confirm that You:

- Have read, understood, and agree to these Terms & Conditions
- Have disclosed all relevant information about Your Animal
- Accept all risks associated with physiotherapy and hydrotherapy services