



TERMS & CONDITIONS

Terms and Conditions

By accessing and using this service, you accept and agree to be bound by the terms and provision of this agreement. In addition, when using these particular services, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.

Website and Social Media

Unless otherwise stated, JC Veterinary Acupuncturist and/or its licensors own the intellectual property rights for all material on www.jcvetacu.co.uk, and that published on Instagram, Facebook and TikTok. All intellectual property rights are reserved. You may access this from the above pages for your own personal use subject to restrictions set in these terms and conditions.

The following applies to www.jcvetacu.co.uk, and the affiliated Facebook and Instagram (@jcvetacupuncture) pages:

You must not:

- Republish or redistribute material or content
- Sell, rent or sub-license posted material or content
- Reproduce, duplicate or copy material or content

Privacy Policy

What Personal Information is Collected

JC Veterinary Acupuncture will only collect your personal information in person or online when you voluntarily provide it. If you choose to register, you will be asked to provide limited personal information, such as your name, address, telephone number and/or email address. This will be kept securely, in line with GDPR recommendations.

How I Use Personal Information That is Collected

I may use your personal information within JC Veterinary Acupuncturist: (1) to provide you with the services and products you request; (2) to answer questions about our services; billing, payment methods or use of our website; (3) to process or collect payments for our services, (4) to contact you about the products and services and events that I offer.

Disclosure of Personal Information to Third Parties

I will not disclose any personal information to any third party (excluding our contractors to whom I may provide such information for the limited purpose of providing services to us and who are obligated to keep the information confidential), unless (1) you have authorised us to do so; (2) I am legally required to do so, for example, in response to a court order or other legal process and/or, (3) it is necessary to protect our property rights related to this website or business.

How I Protect Information Online

I exercise great care to protect your personal information. This includes, among other things, using industry standard techniques such as firewalls, encryption, and intrusion detection. As a result, while I strive to protect your personal information, I cannot ensure or warrant the security of any information you transmit to us or receive from us. This is especially true for information you transmit to us via email since I have no way of protecting that information until it reaches us since email does not have the security features that are built into our websites.

Advertisement

Any products advertised by Esme Veterinary Acupuncturist will be done so, only if it is a product firmly endorsed by Esme Veterinary Acupuncturist, as the reputation of this business is very important to us. If there are any paid sponsorships from products, this will be made clear to the client/prospective buyer.

Payment Policy

Costings for services will be outlined prior to appointment and by accepting this service you are accepting that you will pay the total bill. As stated on the website appointments incur additional costs if outside of a 5 mile radius of CV22 postcode and must be arranged one week before the appointment.

Payment for all services should be made prior to the day of the booking. Any cancellations within 48 hours of an appointment will incur a 50% charge (excluding costs of travel). Any cancellations made on the day of the appointment will incur 100% charge (excluding costs of travel).

Payments may be made via bank transfer, debit card or cash at the time of the appointment. All up-to-date offers, payment plans, insurance policy etc. are available to view on the website, please you have read through this thoroughly.

Refund Policy

Due to the nature of the service being offered, no refunds are available.

Complaints

Any complaints may be made via our email address jcvetacu@gmail.com. There is no guarantee of resolution, but I will do our utmost to resolve any issues that may arise.

Legalities

JC Veterinary Acupuncturist is fully insured with professional liability insurance. All health concerns regarding your pet must be fully outlined prior to the appointment, JC Veterinary Acupuncturist accepts no responsibility if your pet's condition does not improve or if it deteriorates despite treatment.

Terms & conditions are subject to change.