



Canine Hydrotherapy - Terms & Conditions

1. While every effort is taken in the care of the dogs undergoing treatment as well as the maintenance of the water and equipment, all dogs receive hydrotherapy treatment at their owners' own risk.

Booking, cancelling and paying for a session

2. A Veterinary Referral Form must be completed and signed before any treatment can take place.

2a. If your dog is coming for a swim, a Referral Form is not required but you are advised to obtain your vet's consent.

3. Please notify us if there is a change in your pet's condition, or if your Veterinary Surgeon recommends any alterations to their hydrotherapy programme.

4. A current vaccination record needs to be shown prior to commencing treatment. We do accept homeopathic vaccinations.

5. Please inform us if your bitch is in season or if your pet is suffering from any of the following or similar conditions:

- a. **infectious diseases, e.g. skin irritations, or ear or respiratory infections**
- b. **kennel cough**
- c. **vomiting or diarrhoea**
- d. **faecal incontinence**
- e. **heart problems, respiratory problems, epilepsy or diabetes**

6. We reserve the right to refuse treatment to any animal where treatment is considered inappropriate.

7. If your dog is not able to attend a hydrotherapy session that has been booked, please notify us to cancel with at least 48 hours' notice. Session fees will be charged in full if an appointment is broken or cancelled without giving 48 hours' notice.

8. Individual sessions must be paid for in full on the day of treatment, including those that are subject of an insurance claim.

9. All block bookings paid in advance are only valid for the period specified.



10. Please do not feed your dog at least 3 hours before a session, and also make sure they have been toileted before arrival. Please be aware that a surcharge of £30 will be made for dogs that defecate in the pool as subsequent sessions will have to be cancelled and the pool closed for 24 hours to be sanitised.

On the day itself

11. When visiting our centre , we ask owners to please wear sensible shoes and clothing. The area around the pool may be wet, and sensible shoes will help lower the risk of slipping.

12. Please bring your dog in as well-groomed a condition as possible, e.g. without tangles in the fur if the dog has a long coat, to avoid causing them discomfort.

13. Drying facilities are provided but please bring your own towels and a drying coat for your pet to keep them warm.

14. It is the owner's responsibility to clean up after their dog whilst on the premises or in the surrounding area. Poo bags will be provided.

15. Please do not enter the hydrotherapy centre until invited to do so. However, please note during the Covid-19 pandemic, handover of your pet will take place outside the hydrotherapy centre.

16. While in the hydrotherapy centre and the surrounding area, please keep your dogs on the lead and under control.

17. We ask that owners refrain from entering the pool for health and safety reasons. Our staff are trained to assist dogs in the pool but not people.

18. We reserve the right to take photographs or video recordings during hydrotherapy sessions.

19. We do not accept responsibility for loss or damage to personal property whilst on our premises.

20. We reserve the right to refuse treatment to any dog at any time.

I/We agree to the above terms and conditions:

Owner Name:

Signature:

Date: