



## **TERMS & CONDITIONS**

- 1. While every care is taken of the dogs undergoing treatment and in the maintenance of the water & equipment, all dogs receive hydrotherapy treatment at their owners own risk.**
- 2. Session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice (save in exceptional circumstances).**
- 3. Every session must be paid for in full, prior to or on the day of treatment including those that are the subject of an insurance claim.**
- 4. Dogs suffering from infectious or contagious conditions, such as ear, eye or skin infections, gastric upsets or kennel cough will not be treated. Please notify us and cancel all appointments with at least 24 hours notice. This also applies to bitches in season.**
- 5. Dogs must be in as clean a condition as possible on their arrival.**
- 6. A veterinary referral form must have been completed and signed before any treatment can take place.**
- 7. Owners are requested not to feed their dogs for at least 4 hours before attending a session and to ensure that their dogs have been toileted before arriving. A surcharge of £25 will be made for dogs that defecate in the pool.**
- 8. It is the owner's responsibility to poop scoop after their dog, whilst on our premises.**
- 9. Dogs must be kept on the lead and under control while in the car park.**
- 10. We reserve the rights to any photography or video recordings taking place during sessions.**
- 11. Whilst visiting our centre please wear sensible footwear and clothing due to the increased risk of slipping on the wet floor and splashing from the equipment.**
- 12. Owners are responsible for loss of or damage to personal property or vehicles whilst on our premises.**
- 13. We reserve the right to cancel any session due to unforeseen circumstances (e.g. power cuts). Please ensure that we have accurate contact telephone numbers in case of such a situation.**
- 14. We reserve the right to refuse treatment to any dog at any time.**