

Terms and Conditions:

- 1) While every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy at their owners own risk.
- 2) Session fees will be charged in full if an appointment is broken or cancelled without 24 hours' notice.
- 3) Every session must be paid for in full, prior to or on the day of treatment including those that are 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 arrival.
- 6) A veterinary referral form must have been completed and signed before any treatment can take place.
- 7) Owners are requested to not feed their dogs at least 4 hours before attending a session and to ensure that their dogs have been toileted before arriving. A surcharge of £50 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 a lead and under control while outside of the premises.
- 10) We reserve the rights to any photography or video recordings taking place during sessions.
- 11) Whilst visiting our center please wear sensible footwear and clothing due to the increased risk of slipping on the wet floor and splashing from the pool.
- 12) Owners are responsible to the loss 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 the accurate telephone numbers in case of such a situation.
- 14) We reserve the right to refuse treatment to any dog at any time
- 15) A block of 5 sessions must be used within 3 months.
- 16) Hydrotherapy payment is cannot be transferred to other parts of the business (e.g. grooming).