

K9 Hydrotherapy Centre

Terms & Conditions

1. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at their owner's risk.
2. All individual treatments sessions must be paid for at the time of treatment. All direct insurance claims must be signed and dated at consultation stage and all relevant paperwork completed.
3. Session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
4. Dogs will not be treated without the prior authorisation of their Veterinary Surgeon. We always require a veterinary referral certificate even for fun swims.
5. Dogs with infectious or contagious conditions, such as eye, ear or skin infections will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions apply.
6. K9 Hydrotherapy will require sight of the vaccination certificate prior to commencement of treatment. We do appreciate some dogs are unable for whatever reason to be vaccinated and there are procedures in place for such patients but approval must be given by your veterinary surgeon.
7. Owners are required to notify K9 Hydrotherapy if during a course of treatments the dog's injuries or condition worsens, or if the veterinary surgeon advises that the treatment is stopped or suspended.
8. K9 Hydrotherapy reserves the right to refuse treatment to any dog.
9. When not undergoing treatment all dogs will be kept under control and must be on a lead at all times inside and outside the pool room. Dogs unable to walk without assistance are not required to be kept on a lead.
10. It is the owner's responsibility to poop a scoop after their dog, whilst on company premises and it's surrounding environment. There is a designated client exercise area for the owners use. The owner is requested to only allow their dog to foul in the designated area and in no circumstances allow their dog to foul outside the company premises.
11. K9 Hydrotherapy cannot be held responsible for any loss or damage to vehicles or personal property, howsoever occasioned whilst on company premises.
12. K9 Hydrotherapy cannot be held responsible for any loss or injury to any person or animal, howsoever occasioned, whilst on company premises.
13. Bitches in season will not be able to attend sessions until their season has finished this usually lasts between 7-10 days so she will be ready to return for treatment after 2 weeks unless otherwise advised by your veterinary surgeon.

14. Owners are requested not to feed their dog for at least 4 hours before attending an appointment and ensure that the dog has emptied it's bowels before arriving. A surcharge of £100 will be made for dogs that defecate in the pool, as we will have to close the pool to clean it. Dogs which have suffered from diahorrea within 72 hours prior to the scheduled appointment will NOT be accepted for swimming. A surcharge of £200 will be made for dogs which foul the pool with diahorrea as the pool will require complete emptying and will be closed for 3 days. We also advise owners not to feed their dog for approximately 1 hour after swimming.
15. K9 Hydrotherapy reserves the right to use video footage and take photographs during sessions.
16. When visiting K9 Hydrotherapy all persons are advised to wear sensible shoes with non-slip soles if possible. The floor in the pool room can become very wet during swimming sessions and it may become slippery.
17. Owners are responsible for any charges made by their Veterinary Surgeon for the completion of the registration and referral consent forms required by K9 Hydrotherapy.
18. In order to maintain the efficiency of the filtration system and hence the water quality, owners are requested to ensure their dog is groomed prior to a treatment.
19. Owners are requested not to exercise their dog's on swim days as this can interfere with progress that he or she makes.

DECLARATION

I/we have read and fully accept K9 Hydrotherapy's terms and conditions.

SIGNED:

DATE: