

TERMS AND CONDITIONS FOR HYDROTHERAPY



Dear Customer

Thank you for choosing **Carlton Hydrotherapy Centre** for your dog's hydrotherapy sessions. This letter represents your contractual agreement with **Carlton Hydrotherapy Centre**, and therefore we kindly ask that you read through the contents carefully, sign and date at the bottom of the form.

TERMS AND CONDITIONS:

Health

1. Dogs will not be treated without prior authorisation and completion of a referral form by their veterinary surgeon.
2. Whilst every care is taken of the dogs undergoing treatment, all dogs receive hydrotherapy entirely at their owner's risk.
3. Carlton Hydrotherapy Centre requires sight of your dog's vaccination certificate prior to commencement of treatment. Dogs will not be treated without up to date vaccination records. *Unvaccinated dogs please see overleaf*
4. Owners are required to notify us if, during the course of treatment, the dog's condition or injury worsens, or if the vet advises that the treatment is stopped or suspended.
5. Health checks are carried out before each hydrotherapy treatment. If the Hydrotherapist thinks that your dog is unwell, treatment will not commence. You will not be charged for this session.
6. Dogs with infections or contagious conditions, such as kennel cough, parvo virus, ear, eye or skin infections, or suffering with any sickness or diarrhoea will not be swum. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions apply.
7. Bitches in season will not be able to attend sessions until their season has finished. Normal cancellation conditions apply.
8. Owners are requested not to feed their dog at least 2 hours prior to the appointment.
9. Owners should ensure their dog has been given the opportunity to go to the toilet before entering the hydrotherapy Centre. We reserve the right to charge a £25 fine for dogs that defecate in the pool or treadmill.
10. It is important for dogs to be properly dried after hydrotherapy treatment to prevent illness, further deterioration of the affected area (e.g. arthritis) and to prevent muscles from seizing up. Dogs will be dried off after treatment using a professional grooming dryer. Owners should provide towels for use at the end of each treatment. We strongly advise that dogs are kept warm at home until they are thoroughly dry after treatments.

Payment & Cancellations

- 11. Owners are responsible for payment of hydrotherapy sessions. The fee's are currently:
 Initial Consult and Treatment: £45
 Aquatic Water Treadmill or Hydrotherapy pool sessions: £30
 Fun and Fitness sessions: £20
- 12. Cancellations must be made with 24 hours notice. Where 24 hours notice is not given a £15 charge will apply.
- 13. If you are late for your session your dog may not swim and you will be charged in full for the session.
- 14. The Hydrotherapist reserves the right to ban owners for repeat cancellations and non-attendance.

Miscellaneous

- 15. Dogs must be kept on leads at all times whilst within the Hydrotherapy Centre and the grounds of Carlton Boarding Kennels.
- 16. Please remember to clean up after your dog pick up any faeces.
- 17. Owners are not allowed to assist their dogs in the pool or treadmill; however you are welcome to provide encouragement and support from the pool side.
- 18. Owners are requested to wear non-slip footwear and waterproof clothing for health and safety reasons.
- 19. Carlton Hydrotherapy Centre reserves the right to refuse treatment of any dog.
- 20. Carlton Hydrotherapy Centre cannot accept any responsibility for any loss or damage to personal belongings in the hydrotherapy areas.

Photography/media

- 21. Photographs and videos may be taken of your pet for our website or Facebook page. If you do NOT want your dog's pictures/videos to go on our website or social media pages please tick this box:
 I do NOT want my pets picture/video to go on the website/social media pages

To be eligible, dogs must be over 4 months of age, fully vaccinated and with a signed vet referral.

PET NAME: _____

CLIENT SIGNATURE: _____

CLIENT NAME: (PLEASE PRINT) _____

DATE: _____

Unvaccinated dogs

I confirm I have been advised that due to the high number of dogs using this hydrotherapy centre my unvaccinated (homeopathically treated) dog is at risk particularly from Parvo virus, leptospirosis, distemper and hepatitis/adeno virus. I accept that whilst every effort is made to maintain good hygiene, this centre cannot be held responsible if for any reason my dog contracts such virus or disease.

Signed: _____ Print: _____ Date: _____