

TERMS AND CONDITIONS FOR HYDROTHERAPY



Dear Customer,

Thank you for choosing **Carlton Hydrotherapy Centre** for your pet'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. Pets will not be treated without prior authorisation and completion of a referral form by their veterinary surgeon.
2. Carlton Hydrotherapy Centre requires sight of your pet's vaccination certificate prior to commencement of treatment. *Unvaccinated pets please see overleaf*
3. Owners are required to notify us if, during the course of treatment, the pet's condition or injury worsens, or if the vet advises that the treatment is stopped or suspended.
4. Health checks are carried out before each hydrotherapy treatment. If the Therapist thinks that your pet is unwell, treatment will not commence. You will not be charged for this session.
5. Pets 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 treated. Owners are advised to cancel all appointments until the condition is clear. Normal cancellation conditions apply.
6. Bitches in season will not be able to attend sessions until their season has finished. Normal cancellation conditions apply.
7. Owners are requested not to feed their pet at least 2 hours prior to the appointment or 1 hour after.
8. Owners should ensure their pet has been given the opportunity to go to the toilet before entering the hydrotherapy Centre. We reserve the right to charge a £50 fine for pets that defecate in the pool or treadmill.
9. It is important for pets 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. Owners should provide towels for use at the end of each treatment. We strongly advise that pets are kept warm at home until they are thoroughly dry after treatments, including laser treatments.

Payment & Cancellations

10. Owners are responsible for payment of treatments. Payment is requested prior to your appointment. Please contact the Centre for up to date fee's
11. When paying for blocks of sessions, payments are due in advance of the block to qualify for 1 free session. Blocks must be used within 12 months of purchase.
12. Cancellations must be made with 48 hours' notice. Where 48 hours' notice is not given you will still be charged in full for your appointment.
13. If you are late for your session your pet may not swim and you will be charged in full for the session.
14. The Therapist reserves the right to ban owners for repeat cancellations and non-attendance.

Miscellaneous

15. Whilst every care is taken of the pets undergoing treatment, all pets receive hydrotherapy and/or laser therapy entirely at their owner's risk.
16. All owners are responsible for the control of their pet in the treatment rooms to ensure no damage to equipment/staff/injury to themselves.
17. All owners must be present throughout their pet's treatment.
18. Dog's must be kept on leads at all times whilst within the Hydrotherapy Centre and the grounds of Carlton Boarding Kennels.
19. Please remember to clean up after your pet and pick up any faeces. Owners that do not clean up after their pet will be banned from the Centre.
20. We request owners do not use their mobile phone throughout their pets treatment.
21. Owners are requested to wear non-slip footwear and waterproof clothing for health and safety reasons.
22. Carlton Hydrotherapy Centre reserves the right to refuse treatment of any pet.
23. Carlton Hydrotherapy Centre cannot accept any responsibility for any loss or damage to personal belongings in the therapy areas.
24. We use a slip lead around the treatment room for your pets safety. If you do not consent to the use of a slip lead please tick this box ☐

Photography/media

25. Please ask the Therapists permission before taking footage of your pet during treatment as we may require your assistance with your pet.
26. We may take photographs and videos of your pet for our website or social media pages. If you do NOT want your pet'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

GDPR

27. During your pet's rehabilitation programme, we are obliged to provide your referring vet with an update on your pet's progress. We provide an initial consult report and a progress report following 10 sessions and 6-month report thereafter. In some cases your insurer may require a copy of this information. We will request an up to date referral every 6 months automatically if your pet is still attending hydrotherapy. We do not share any other information with any third-party companies.

To be eligible, pets 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 pets - only

I confirm I have been advised that due to the high number of patients undergoing treatment at this hydrotherapy Centre, my unvaccinated pet 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 pet contracts such virus or disease.

Signed: _____ Print: _____ Date: _____