

## TERMS AND CONDITIONS

At Hydro-fur-apy Ltd., we want you and your dog's visit to be an enjoyable and successful one. We want to ensure that our centre runs safely, so we would ask you to read through our Terms and Conditions to familiarise yourself with the protocols and procedures that we have in place. By bringing your dog to our centre, you are agreeing to abide by them. If there are any questions that you would like to ask us, please contact us and we will be happy to answer them for you.

1. Hydro-fur-apy Ltd., will make every effort to ensure that your dog is safe whilst undergoing treatment in our centre however all dogs receive hydrotherapy entirely at owner's risk. We reserve the right to refuse treatment to any dog that we feel would not benefit from hydrotherapy treatment or where we feel treatment would be unethical.
2. We cannot carry out any treatment on your dog unless we have a referral form, which you can download from our website. Once you have completed the form and had it signed by your vet, you will need to contact us to arrange an initial appointment.
3. The sessions are 30 minutes and the length of the swim will vary from a few minutes to 20 minutes according to the improvement in your dog's condition and fitness which will be assessed on the day.
4. Vaccinations. All dogs must have their vaccinations up to date before undertaking hydrotherapy sessions with us. **Kennel Cough vaccination.** Because this is a live vaccine, we require you to wait at least 3 days after administration before your dog can use the pool. Please keep us informed if your dog is having or has had this vaccination so that we can schedule sessions to suit.
5. You must advise the centre if your dog has a contagious condition or has an infection i.e. ear, eye, skin infections, gastric problems, Kennel Cough etc., as they will not be permitted to swim and you will need to reschedule your appointment.
6. If your dog is in season. If you have a bitch and she is in season, you must make the centre aware, as she will not be able to attend a session with us until her season is finished.
7. Your dog should not be fed for at least 2 hours prior to a session of hydrotherapy and at least 2 hours after. You will be advised by your therapist when you call to make an appointment about protocols to follow post session.
8. Any dog that has suffered with diarrhoea must have been clear for 48 hours prior to treatment at the centre.
9. The owner is required to notify the centre if their dog's condition appears worse, deteriorates, or if their vet has advised them to suspend or stop their treatment.
10. We require the owner to return to their vet every 6 months for a health check to review the dog's condition and fitness. This is to ensure that the dog is still healthy enough to attend hydrotherapy sessions.
11. Please ensure that your dog has been to the toilet before arrival and if your dog fouls outside the centre, please be a responsible owner and clear up after it. There are dog waste bags provided in the centre. If your dog fouls in the pool, the centre will need to charge £50.00 towards the cleaning and possible closure of the pool.

12. Your dog **MUST** be kept on a collar and lead at all times around the centre and outside in the car park area whilst not in a session. This is not essential for dogs which cannot walk without assistance.
13. Owners are asked not to bring any dog which is not receiving treatment to the centre unless by prior arrangement.
- 14. We ask that you make every effort to ensure that your dog does not come into contact with other dogs who may be attending for treatment. *If you arrive early for your session, please remain in your vehicle until the therapist comes out to collect you, as the previous dog may still be in the centre and may be nervous or reactive.***
15. Owners are responsible for their children's safety and behaviour whilst on the premises.
16. Due to everyday circumstances, you may need to cancel your appointment with us and our cancellation policy states that we will need 24 hours' notice. If the appointment is not attended or cancelled outside of the 24 hours, then the amount of the session will be due in full.
17. Hydro-fur-apy Ltd., will endeavour to contact all clients should we need to cancel or change an appointment, i.e. power failure, maintenance or illness, but does not accept any liability for any loss or damage caused by the cancellation.
18. We request that you wear clean, sensible footwear, so as not to damage the flooring and to avoid any accidents. The poolroom can become very wet during a hydrotherapy session and the floor may become slippery. We would also ask that you wear appropriate clothing, as there can be a lot of splashing in the poolroom.
- 19. We note that it is not always possible to keep your dog dirt free, but we ask that you bring your dog to us as clean as possible to avoid unnecessary mess and bacteria entering the centre. **We would also ask that you do not take your dog to rivers/lakes on same the day before their session to keep the possibility of bringing any germs into the centre to a minimum.****
20. Our policy is that we only swim one dog in the pool at any one time. All risk assessments will be reviewed on a regular basis.
21. We would ask that you are honest with the centre and inform us if your dog has bitten anyone before, this includes members of the family. This is to ensure that everyone is kept safe and to allow the centre to have the adequate staff available.
22. We reserve the right to muzzle any dog that shows aggression during the session. We reserve the right to refuse to swim dogs that are aggressive towards us at the pool.
23. We reserve the right to use video footage or photos taken during sessions on our website or Facebook page and to advertise our services. If you would prefer not to have videos/photos used for any reason, please speak to us prior to signing.
24. C.C.T.V. is operational around the centre for security and to protect the therapist, the client and the owner.
25. Payment is due on the day that the session is undertaken and a receipt will be supplied. Preferred payment method is by direct BACS transfer and an invoice will be emailed to you on the day of the session. Bank details will be supplied on the invoice.

26. Clients arriving late more than 10 minutes of their allotted time slot, will be able to attend their session, but it will be shortened to allow the next dog to be treated in its allocated appointment. Owners arriving more than 15 minutes late, will not be able to attend their session and a full cancellation fee of £35.00 will apply.
27. There is allocated parking supplied at the front of the centre. There are 3 spaces marked '2' right outside the centre, please do not use the parking spaces of any of the other companies on the trading estate. The centre will not be responsible for any loss or injury to any person, animal or possession (including vehicles) however occasioned, whilst visiting our centre.
28. We maintain the highest water quality at all times and documentation supporting this is available to view in the centre. We use an air-source heat pump to heat our pool, which is more economically and environmentally friendly.
29. Our nearest veterinary practice is **HIGHGATE VETERINARY CLINIC**, Unit 11, Highgate Farm, Off Over Mereway, Over Rd, Willingham, Over, Cambridge CB24 5EU. Tel: **01954 620555**.
30. The 24-hour emergency veterinary practice is **VILLAGE VET (MILTON)**, 26 Cambridge Rd, Milton, Cambridge CB24 6AW. Tel no: **01223 426600**. Any treatment carried out by either vet practices, must be paid to them in full by the pet owner.

By signing this form, you are agreeing to our Terms and Conditions set out above.

Dog's Name : .....

Owner's Name : ..... (Sign) ..... (Print)

Date : .....

1<sup>st</sup> January 2026