

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.
2. We will not 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 call Hydro-fur-apy Ltd., to arrange an initial appointment.
3. Please ensure that before your dog visits the centre for treatment, that its vaccinations are up to date and that you bring their records with you on the initial appointment.
4. 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.
5. Your dog should not be fed for at least 3 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.
6. 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. 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. Any dog that has suffered with diarrhoea must have been clear for 48 hours prior to treatment at the centre.
8. 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.
9. 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.
10. 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.
11. Your dog **MUST** be kept on a collar and lead at all times around the centre and outside in the car park area. Owners are asked not to bring any dog which is not receiving treatment to the centre unless by prior arrangement. Dogs which cannot walk without assistance are not required to be on a lead.
12. 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. The waiting area is set up so that you can sit with your dog if you arrive early. Please wait there until you are collected by the therapist and until the previous dog has left.
13. Owners are responsible for their children's safety and behaviour whilst on the premises.
14. 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.
15. 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.

16. We request that you wear sensible shoes so as not to damage the flooring and also 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.
17. 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.
18. Our policy is that we only allow one dog in the pool at any one time.
19. 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.
20. 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.
21. C.C.T.V. is operational around the centre for both security and training, to protect both the therapist, the client and the owner.
22. Payment is due on the day that the session is undertaken and a receipt will be supplied. Payment methods are by cash or direct BACS transfer. Bank details will be supplied on request.
23. Clients arriving late within 15 minutes of their 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 20 minutes late, will not be able to attend their session and a full cancellation fee will apply.
24. There is allocated parking supplied at the front of the centre. 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.
25. 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.
26. Our 24 hour emergency veterinary practice is Village Vet Milton telephone number 0845 500 4247 and any treatment carried out by them, must be paid for in full by the pet owner.

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