

Terms and Conditions

OWNER'S RESPONSIBILITY:

I acknowledge and accept:

- 1) The Retreat, Canine Hydrotherapy is unable to treat my dog without written approval from my dog's veterinary surgeon.
- 2) It is my responsibility to ensure my dog is not feed at least two (2) hours before the start of a hydrotherapy session and for at least one (1) hour after.
- 3) I must arrive on time for my appointment. I accept that if I arrive up to 10 minutes late, my session will continue but, will end on time (the finish time will not be adjusted for my lateness as I recognise the next client will need to begin their hydrotherapy session on time). I further accept that if I arrive more than 10 minutes late, you may not be able to fit me in. In both cases, I accept that the full session charge will apply.
- 4) That I will ensure my dog arrives wearing, and will wear for the duration of the hydrotherapy session, a dog collar and/or harness.
- 5) That I will keep my dog on a lead and under my control at all times prior to, and at the end of, a hydrotherapy session and, at the start of a hydrotherapy session, I will not take my dog off lead until I have been advised by a member of staff that it is acceptable to do so.
- 6) It is my responsibility to ensure my dog has toileted before attending a hydrotherapy session. I accept that if my dog toilets in the pool I will be charged an additional £50 due to the pool having to be closed and cleaned.
- 7) I will poop-scoop any dog mess into the bins provided.
- 8) If my dog's health changes in any way, and/or my dog's veterinary surgeon advises against hydrotherapy, I will contact The Retreat, Canine Hydrotherapy as soon as possible and at the latest before an appointment.
- 9) Physical exercise together with the pressure of water on the chest and abdomen can increase stress on my dog's cardio-respiratory functions and that if my dog has an undiagnosed cardiac or respiratory condition my dog could be at risk.
- 10) Appointments missed or cancelled with less than 24-hours' notice will be charged in full.
- 11) Only the dog receiving treatment can be brought to The Retreat, Canine Hydrotherapy.
- 12) That I am responsible for my children's safety and behaviour, and my children shall remain under my close supervision at all times and will remain seated whilst in the pool area.
- 13) The Retreat, Canine Hydrotherapy reserve the right to withhold treatment to my dog for any reason.
- 14) Cameras and camcorders cannot be used without the prior consent of a member of staff.

I further acknowledge and accept that for my own personal safety I (and where applicable, my children) will wear suitable non-slip footwear, as the floor within the office and around the pool may be wet and slippery.

CLEANLINESS:

Whilst it the responsibility of the dog owner to poop-scoop, we do have poop bags available - Please just ask.

Please use the designated area to toilet your dog. The lane outside can get quite busy and using the grass verges along the lane is unpleasant and unhealthy for our neighbours, other visitors and wild and domestic animals.

CAR PARKING:

The Retreat, Canine Hydrotherapy is not responsible for any loss or damage to any vehicle or property while on its premises. Use of our car park is at your own risk.

I hereby give my permission to The Retreat, Canine Hydrotherapy to carry out hydrotherapy treatment on my dog. I have given all relevant medical information and behavioural history to The Retreat, Canine Hydrotherapy and I believe the information I have given to be correct. I acknowledge and accept that The Retreat, Canine Hydrotherapy will contact my veterinary practice and may exchange information with them about my dog's health, condition and/or behaviour.

I have read and under the Terms and Conditions:

Signature: _____ Date: _____

Print name: _____ Signature of member of staff: _____