



TERMS AND CONDITIONS

1. Whilst every care is taken of the dogs during hydrotherapy treatment and in the maintenance of the water and all equipment, all dogs receiving treatment do so at their owner's risk.
2. All courses of treatment, including insurance claims, must be paid for in advance. Individual or one off treatments must be paid for on the day of treatment.
3. We require 24 hrs notice for cancellations. If cancellation is less than 24 hrs then the full fee will be payable.
4. Dogs will not be treated without the prior authorisation from their veterinary surgeon.
5. Dogs with infectious or contagious conditions, such as ear, eye or skin infections, will not be treated. Normal cancellation conditions mentioned above will apply.
6. Bitches in season will not be allowed to swim until their season has finished.
7. We will need to see the dog's up to date vaccination certificate before treatment starts.
8. Owners are required to notify us if, during a course of treatments, the dog's injury or condition gets worse.
9. We reserve the right to refuse treatment of any dog.
10. Owners are requested not to bring dogs other than those being treated.
11. Owners are requested not to feed their dog for at least 3 hours before attending an appointment, and to ensure the dog has done its ablutions before arriving with us. A charge of £25 will be made for dogs that defecate in the pool.
12. When not undergoing treatment all dogs must be kept under control and on a lead.
13. It is the owner's responsibility to pick up after their dog, on the premises and its surrounding environment. Bags are available on request.
14. We cannot be held responsible for any loss or damage to vehicles or personal property whilst on the premises.
15. We reserve the right to use any video or stills taken during treatment.
16. If the owner needs to bring young children with them then in the interests of health and safety the children must remain close to the accompanying adult at all times whilst on the premises.

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