



## **Terms and Conditions**

- Whilst every care is taken of the dogs whilst undertaking hydrotherapy, all hydrotherapy is taken at the owner's risk
- Animals will not be swum/treated unless a referral/approval form has been filled out and signed by your veterinary surgeon
- Payment must be made prior or on the day of the hydrotherapy session (including insurance claims)
- Swims are non refundable and non transferable
- If more than 24 hours' notice is given for cancellation, the session will be rearranged – less than 24 hours and the session will be charged in full and forfeited
- Dogs with infectious conditions such as eye, ear and skin infections or open wounds will not be able to use the facilities until the condition has cleared
- Owners are required to notify Duchy Canine Hydrotherapy if a dog's injuries or condition worsens whilst undertaking a course of hydrotherapy or if the veterinary surgeon advises treatment to stop
- Duchy Canine Hydrotherapy has the right to refuse treatment to any dog at any time
- Dogs outside and inside of the hydrotherapy centre must be kept under control and on a lead at all times
- Owners must pick up dog waste whilst on business premises and surrounding areas
- Duchy Canine Hydrotherapy will not be held responsible for any personal or vehicle damage on business premises
- Owners are advised to wear suitable footwear (non-slip shoes) whilst on the premises due to wet floors and Duchy Canine Hydrotherapy will not be held responsible for any personal injury incurred whilst at the centre
- Do not feed your dog 3 hours prior to your visit. There may be a surcharge of £50 for any dog that fouls in the pool as the pool will need to be closed for cleaning. Do not feed your dog approximately 2 hours after swimming.
- Duchy Canine Hydrotherapy reserves the right to use video footage and photography during sessions
- Due to busy schedules, late arrivals may not be seen and may have to be rescheduled for a later date
- Please ensure all dogs are clean and not muddy when they arrive for a swim
- If your pet has diarrhoea and/or is vomiting they will not be allowed to swim

By signing this declaration I am confirming that I am the owner to the pet named below and give Duchy Canine Hydrotherapy centre permission to begin treatment in the form of hydrotherapy. I have provided Duchy Canine Hydrotherapy with all the relevant medical and behavioural history and believe all information provided to be correct. I allow Duchy Canine Hydrotherapy to confer with my vet and any other professionals working for the benefit of my pets' health. I have read and understood the Terms and Condition above.

**Owner's name:**

**Pet's name:**

**Signed (Owner):**

**Date:**