

# paws 4 Hydrotherapy



## Terms and Conditions

- 1) All session including insurance claimed sessions must be paid for at the time of you appointment.
- 2) No dog will be treated unless a veterinary referral is withheld.
- 3) All cancellations must be made at least 24 hours before the scheduled appointment. If you fail to provide sufficient notice you will be charged for the missed session.
- 4) Please notify us if your dog's condition or injury worsens or your vet advises you to stop or suspend your hydrotherapy treatment.
- 5) Any dog with infectious or contagious conditions such as ear infections, gastric upset etc will not be allowed to swim. In such an occasion we ask you to cancel with at least 24 hours notice. Dogs may reassume swimming once the condition has cleared.
- 6) Please ensure your dog is not fed at least 4 hours prior to their treatment.
- 7) It is advised you do not feed your dog for at least 1 hour after their swim.
- 8) Please ensure your dog has emptied their bowels before arriving. Management reserves the right to charge £20 if your dog defecates in the pool as we may have to close for cleaning.
- 9) If your dog has had diarrhoea for two days prior to their appointment they will be unable to swim and we must be given sufficient notice of this.
- 10) It is the responsibility of the owners to clear up any mess made by their dog. Poop scoop bags can be provided upon request.
- 11) Floor in the hydrotherapy room can become slippery during session therefore we advise all customers to wear suitable shoes to avoid slipping.
- 12) Paws 4 reserves the right to cancel any session in case of an emergency.

I/ We have read the terms and conditions outlined by Paws 4 Hydrotherapy and accept them.

Signed

Date