

Dorset Aqua Dogs Hydrotherapy Ltd (DAD)

TERMS & CONDITIONS

1. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at their owner's risk.
2. All treatment courses, including those to be part of an insurance claim, must be paid for in advance. Individual sessions must be paid for on the day of treatment.
3. Session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
4. Dogs will not be treated without the prior authorisation of their Veterinary Surgeon.
5. Dogs with infectious or contagious conditions, such as Ear, Eye or Skin infections, gastric upset etc, will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions will apply.
6. Bitches that are in season will not be able to attend sessions until their season has finished.
7. Please ensure your dogs vaccinations are up to date and bring vaccination records to the initial appointment.
8. Owners are required to notify the Hydrotherapist if the dog's injury or condition worsens, or if the veterinary surgeon advises that the treatment is to be stopped or suspended.
9. DAD reserves the right to refuse treatment to any dog.
10. Owner's are requested not to feed their dog for at least 3 hours before attending an appointment, and please ensure that the dog has emptied it's bowels before arriving. A surcharge of £20 will be made for dogs that defecate in the pool, as we will have to close the pool to clean it. We also advise owners not to feed their dog for approximately 1 hour after swimming.
11. When not undergoing treatment all dogs must be kept under control and be on a lead. Dogs unable to walk without assistance are not required to be on a lead.
12. It is the owner's responsibility to poop-scoop after their dogs, whilst on company premises and its surrounding environment. Poop-scoop bags are available on request and a bin is provided. Please use the grass area as directed.
13. DAD cannot be held responsible for any loss or damage to vehicles or personal property, loss or injury to any person or dog whilst on company premises howsoever occasioned.
14. DAD reserves the right to use video footage and photographic stills taken during sessions.
15. The floor in the pool area can become very wet during swimming sessions, it is advisable to wear sensible shoes to avoid slipping and if possible to bring a shower proof jacket to protect your clothing.
16. Please ensure all dogs are clean and not muddy when they arrive for their swim.
17. Children under 16 years of age are not allowed in the hydrotherapy area, but are allowed to watch from the barrier.
18. Only one dog at a time is allowed in the hydrotherapy room unless accompanied by a hydrotherapist.
19. DAD reserves the right to cancel any session, i.e. in the case of a power failure. Please ensure we can always contact you by telephone. (See Registration Form, mobile phone no etc.)

I/We have read and fully accept the Dorset Aqua Dogs Hydrotherapy Ltd terms and conditions.

Signed:

Date: