



## Terms and Conditions

- ❁ Whilst AQUA DOGS staff are fully trained and take every care possible when treating your dog, and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment **entirely at their owner's risk.**
- ❁ All sessions including those to be part of an Insurance Claim, must be paid for in full either on the day of treatment or in advance by means of block bookings.
- ❁ Session Fees will be charged at 50% if an appointment is broken or cancelled without 24 hours notice.
- ❁ Dogs will not be treated or exercised without the prior authorisation from their Veterinary Surgeon and the completion of our client registration form.
- ❁ A current vaccination certificate is required for any dog using our centre. If you chose to use other methods to protect your dog against vaccinated diseases we ask that you sign a separate disclaimer.
- ❁ Dogs with infectious or contagious conditions, such as ear, eye or skin infections 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.
- ❁ Bitches in season will not be able to attend sessions until their season has finished.
- ❁ Dogs must be in as clean a condition as possible.
- ❁ Owners are requested not to feed their dog for at least three hours before attending a session, and to ensure that the dog has been toileted before arriving. **A charge will be payable for the time our equipment is unfit for use should a dog defecate in the water.**
- ❁ We ask owners to wear sensible shoes with non slip soles in the exercise areas, floors may become slippery when wet.
- ❁ When not undergoing treatment all dogs are to be kept under control and if possible on a lead.
- ❁ Owners are to notify AQUA DOGS if during a course of treatment, the dog's injury or condition worsens or, if the veterinary surgeon advises that the treatment is stopped or suspended.
- ❁ AQUA DOGS reserves the right to use video footage and photographic stills taken during sessions
- ❁ AQUA DOGS cannot be held responsible for any loss or damage to vehicles or personal property whilst you are visiting the centre.
- ❁ Please ensure you have plenty of towels and blankets to keep your dog warm on its return journey home.