



Terms and Conditions



Thank you for choosing The Canine Wellness centre for your dog's hydrotherapy treatment. This letter represents a contractual agreement between yourself and The Canine Wellness centre prior to the commencement of treatment. We therefore please ask you to read the terms and conditions careful prior to signing and dating at the bottom of the form.

General Terms

1. Your dog will only be treated with completion of a referral form from your veterinary surgeon, or treatment cannot be administered.
2. Whilst health and safety measures are put in place, and every care is taken during your dog's hydrotherapy treatment, all dog's receive hydrotherapy treatment at the owner's risk.
3. Owners are required to inform the centre if during the course of your dog's treatment their condition worsens, or your vet advises that the treatment should be suspended.
4. A general health check will be undertaken before each treatment commences, and treatment will not be provided if your Hydrotherapist deems your dog unfit for treatment.
5. Dogs with infectious or contagious conditions, such as kennel cough, parvo virus, ear or eye infections, vomiting, or diarrhoea, you must inform the centre at the earliest opportunity. Your dog will not be able to receive treatment until the condition has cleared.
6. Bitches in season will not be able to be treated until the season has passed, normal cancellation rules will apply.
7. Owners are asked to not feed their dog for 2 hours prior to their session for health and safety reasons.
8. Owners should ensure their dog has had ample opportunity to go to the toilet prior to the session. We reserve the right to charge a £25 fee for dogs that defecate in the treadmill.
9. We please ask owners to bring a towel or drying robe to their session to ensure their dog is sufficiently dry post session, to prevent illness, or deterioration of their condition (e.g. arthritis).
10. Dog's must be kept on a lead at all times around the centre and prior to entering the treatment room for health and safety.
11. You must clean up after your dog and utilise the bins provided at the centre.
12. Owners are requested to wear non-slip footwear to the session, avoiding open toe shoes, for health and safety reasons to avoid slips and falls.
13. The Canine Wellness Centre cannot accept any responsibility for any loss or damage to personal property or belongings in the hydrotherapy centre.
14. The Canine Wellness Centre have the right to refuse treatment of any dog at the hydrotherapists discretion.

Payment Terms

15. Owners are responsible for full payment at the time of their session. Payments must be made by card or cash at the time of the session, and owners are responsible for bringing a sufficient method of payment.
16. Cancellation of a session must be made with 24 hours' notice. Cancellations made without sufficient notice will be subject to a cancellation fee of the full session cost.
17. If you are late for your session your dog may not be treated, in which case you will be charged for the full session.

Photography/Media

18. Photographs and media may be taken of your pet for promotional and social media purposes. If you do NOT wish for your dogs' photos/videos to be used for promotional or social media purposes, please tick this box:

☐ do NOT consent for my dogs' photos/videos to be used for promotional/social media purposes

GDPR

19. During your pet's treatment, we are obliged to provide updates including treatment notes with your referring veterinarian should they require. In some cases, insurers will also require copies of treatment notes and/or invoices for treatment. All personal details and information provided will not be shared with any other third parties.

I hereby confirm that I have read and agreed to the terms and conditions above for hydrotherapy treatment at The Canine Wellness Centre:

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

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