



## Terms & Conditions

- Whilst we ensure that every care is taken whilst undertaking hydrotherapy and veterinary physiotherapy, all treatment is taken at the owner's risk.
- Dogs will not be treated unless a referral/approval form has been filled out and signed by your veterinary surgeon.
- Payment must be made prior to or on the day of their session (including insurance claims)
- Treatment is 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, ears and skin infections or open wounds will not be able to use the facilities until the condition has cleared
- Owners are required to notify Aqua Canine if a dog's injuries or condition worsens whilst undertaking a course of hydrotherapy/veterinary physiotherapy or if the veterinary surgeon advises treatment to stop.
- Aqua Canine has the right to refuse treatment to any dog at any time
- Dogs outside of the centre must be kept under control and/or on a lead at all times
- Owners must pick up dog waste whilst in the carpark and surrounding areas
- Aqua Canine 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 will not be held responsible for any personal injury incurred whilst at the centre.
- Do not feed your dog 2 hours prior to your visit. There may be a surcharge of £50 for any dog that fouls in the treadmill as it will need to be closed for cleaning. Do not feed your dog approximately 2 hours after hydrotherapy treatment.
- Aqua Canine 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 treatment. Please keep dry for Class 4 Laser Treatment
- If your dog has diarrhoea and/or is vomiting they will not be allowed to attend their session

By signing this declaration, I am confirming that I am the owner to the dog named below and give Aqua Canine permission to begin treatment in the form of hydrotherapy/veterinary physiotherapy.

I have provided Aqua Canine with all the relevant medical and behavioural history and believe all information provided to be correct. I allow Aqua Canine to confer with my vet and any other professionals working for the benefit of my pet's health. I have read and understood the Terms and Condition above.

Owners name..... Dog's  
name.....  
Signed (Owner)..... Date.....