



HYDROTHERAPY TERMS AND CONDITIONS

1. Dogs must have a veterinary referral form completed and signed by their referring veterinary surgeon. This form can be downloaded from the Hydrotherapy page of our website: www.allsortspremierdoggrooming.com/hydrotherapy
2. Payment for services including those to be part of an insurance claim must be paid in advance (non-refundable). Individual sessions must be paid for on the day of treatment. Session fees will be charged in full if an appointment is missed or cancelled without 24 hours notice. Allsorts will inform clients to any changes or cancellations in their appointments but will not be held liable for any losses or damages.
3. Dogs with infectious or contagious conditions, such as ear, eye, skin infections, gastric upset, kennel cough etc will not be treated. Owners are advised to cancel appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions will apply.
4. Bitches in season will not be able to attend sessions until their season has finished.
5. Owners are requested not to feed their dog for at least 3 hours before attending an appointment and to ensure that the dog has been to the toilet before arriving. Fouling in the pool may incur an additional cleaning charge. We also advise not to feed for at least 2 hours after swimming.
6. All dogs must be kept under control and must be kept on a collar / harness and lead both inside and outside the hydrotherapy centre.
7. Please bring your dog as clean as possible for their session. They will be showered prior to entering the pool or treadmill but would appreciate if their coat and paws are as clean as possible first. They will also be showered and blasted or towel dried post session. After the session we advise to keep your dog warm perhaps using a dog robe and have towels in the car for the journey home.
8. Owners must notify us if the dog's injury or condition worsens post session or if your vet advises that sessions should be stopped or suspended.
9. Please follow visitor health and safety instructions and be aware that although every effort is made to minimise slip hazards the centre is a wet room environment and appropriate footwear is recommended.
10. 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 owners' risk.

11. Allsorts Hydrotherapy Centre cannot be held responsible for any loss or injury to any person or animal, however caused, whilst on our premises or any loss or damage to personal property or vehicles.
12. Parking is available in the courtyard accessed between The Willows barn and The Stables barn with a width and height restriction. Large vehicles can park in the drop off & pick up area in front of The Willows.
13. You agree to Allsorts Hydrotherapy Centre making contact regarding any future offers and services that could be of interest. You can opt out at any time.
14. We reserve the right to use any video footage or photographic stills taken during sessions.

THANK YOU FOR YOUR COOPERATION