

## Terms and Conditions

- Dogs must be given the opportunity to empty their bowel and bladder before entering the K9 Wellness Centre
- Please keep your dog on a lead at all times (except during treatment)
- Ensure children are supervised at all times while in the unit.
- Please wear clean non slip footwear and take care in the pool room, wet floors may become slippery.
- Payment must be made at the time of treatment
- Only one dog will be allowed in the hydrotherapy pool at any one time.
- A vet referral form must be completed by a registered vet and returned to the centre before the dog will be treated.
- Dogs with infectious conditions, open/weeping sores or wounds may not swim. Please leave 3 days after any vaccinations or stitches have been removed. Any dog suffering from sickness or diarrhoea should have been free from symptoms for 48 hours before swimming.
- Bitches in season will not be permitted to swim.
- The hydrotherapist must be informed of any aggression issues the dog has before any sessions.
- A Cancellation must be made as soon as it is clear that you cannot make the session. We reserve the right to make charges for any cancellation with less than 24 hours notice.
- All sessions will be undertaken as scheduled including initial shower, post shower and quick dry. Any late arrivals (not the fault of the hydrotherapist) will result in a reduced session time and end at the scheduled time.
- The well being of your dog will always be put first, the hydrotherapist reserves the right to refuse treatment if they believe it will harm the dog.
- Whilst all reasonable precautions are taken, dogs swim entirely at their owners own risk.
- Owners are requested not to feed their dog for THREE hours prior to treatment.
- Dogs should be as clean as reasonably possible.
- Owners are required to notify us if during a course of treatment the dogs condition worsens or the veterinary surgeon has advised that the course of hydrotherapy is to be changed, suspended or stopped.
- When visiting K9 Wellness Centre appropriate footwear must be worn as the floors can be very wet.