

# Bristol Canine Hydrotherapy Centre

## Terms and Conditions

We hate having to have rules but unfortunately we need them for Health and Safety reasons  
These are to ensure everyone's safety, comfort and hygiene

- ❖ Please arrive 10 minutes before your appointment to allow time for toileting. Please ensure that your dog has done its ablutions before swimming. A surcharge of £20 will be made for dogs that defecate in the pool. This is because the pool will have to be closed and thoroughly cleaned before any dogs can continue to swim.
- ❖ It is the owner's responsibility to poop scoop after their dogs whilst at the SBI Centre. Bags are available.
- ❖ Please do not feed your dog 3 hours before swimming and for at least one hour afterwards.
- ❖ If your dog has had diarrhoea within the last 10 days he/she will not be allowed to swim.
- ❖ Bitches in season will not be able to attend sessions until their season has finished.
- ❖ Dogs with infectious or contagious conditions such as ears, eye or skin conditions and kennel cough 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 apply.
- ❖ Dogs will not be treated without prior authorisation of their veterinary surgeon
- ❖ Please keep us informed of any changes to medication. Do not alter any medications without your veterinary surgeon's advice.
- ❖ Owners are required to notify BCHC if, during a course of treatments, the dog's injury or condition worsens, or if the veterinary surgeon advised that treatment is to be stopped or suspended.
- ❖ Please give us at least 24 hours notice for cancellation or to rearrange an appointment otherwise the full fee will be charged.
- ❖ BCHC will require sight of the dog's vaccination certificate prior to commencement of treatment. Dogs will not be treated without up to date vaccination records. Please also ensure your dog is up to date with flea and worming treatment.
- ❖ BCHC cannot be held responsible for any loss or damage to vehicles or personal property, however this occurs, whilst on the premises.
- ❖ Please ensure your dog is clean and not muddy when they come for treatment and bring your own towel to dry your dog after each treatment.
- ❖ Please only bring the dog that is being treated with you. In the interest of health and safety please, where possible, avoid bringing young children with you. Owners must wear non-slip shoes and take care as the floors can become very wet.
- ❖ BCHC reserves the right to use video footage and photographs taken during the sessions.
- ❖ When not undergoing treatment all dogs must be kept under control and on a lead.
- ❖ Individual sessions can be paid for on the day, all courses (including those forming part of an insurance claim) must be paid for in advance.
- ❖ BCHC reserve the right to refuse treatment to any dog and to cancel any session due to power failure/defecation etc. Please ensure we can always contact you by phone. (details on registration form)
- ❖ 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 owner's risk.
- ❖ Courses must be completed within 6 months of the first session unless medical conditions prevent this.

I confirm that I am the legal owner of ..... I have read, understood and fully accept all the above terms and conditions. I confirm that I will abide by them and that I give full consent for my dog to undergo treatment at Bristol Canine Hydrotherapy Centre. I confirm the details on the registration form are correct. I will abide by any advice or instruction given by the therapist(s) which will help in the treatment of my pet.

Signed:

Date:

Print Name: