

## West Wales Canine Hydrotherapy Terms and Conditions

- ✿ The dog owner, hereby known as "the client" must understand that they take full responsibility for their pet, hereby known as "the patient". Although West Wales Canine Hydrotherapy (WWCH) staff are fully trained and pool water condition meet CHA and NARCH safety standards, clients accept that their dogs undergo hydrotherapy wholly at their own risk.
- ✿ All patients being treated, including those attending for "fun and fitness swims", must have a vet consent form signed by their vet, showing that their veterinary surgeon is happy for them to undergo hydrotherapy treatment.
- ✿ Clients should understand that by registering with WWCH, they give permission for WWCH to obtain and discuss details of their dog's medical conditions with veterinary surgeons, nurses, physiotherapists or any other health care or complementary therapy practitioners.
- ✿ Patients undergoing treatment at WWCH must show evidence of annual vaccinations, regular flea/tick treatment and worming. Where clients choose to use alternative medication for these conditions, or where medical reasons precludes the patient from taking prescription medicine, it will not stop patients having hydrotherapy, but clients will be required to sign additional paperwork.
- ✿ All treatment sessions must be paid in full, either on the day of treatment or up front as part of a block booking. Clients intending to pay for sessions under their pet insurance should pay WWCH first and claim back from their insurer afterwards. WWCH can provide a receipt with full details of the sessions paid for, if this will help with your insurance claim.
- ✿ Appointments that are missed or cancelled with less than 24 hours notice will be charged in full. Clients who are late for an appointment should realise that their allocated time will be reduced accordingly, as patients following their booking who arrive on time will not be penalised.
- ✿ Unfortunately bitches in season will not be allowed to swim. Dogs with infections or contagious conditions should not come to the clinic. Normal cancellation conditions apply.
- ✿ Dogs with sore or open wounds, including surgical incisions, will not be given hydrotherapy treatment until their skin has healed.
- ✿ Clients agree to notify WWCH if the patient's condition worsens following treatment, or if their vet advises treatment be stopped or postponed.
- ✿ Patients will be required to wear a buoyancy jacket or harness during treatment (supplied by WWCH), although clients are welcome to bring their own. At other times, patients must be kept under control and on a lead, except in cases where the dog is unable to walk unassisted.
- ✿ Clients are requested not to feed their dog for 2 hours prior to hydrotherapy, and to avoid food for a good hour afterwards.
- ✿ Clients are encouraged to arrive early for their appointment to give their dog a chance to empty their bowels and bladder before their session. A fee will be charged should a dog have an accident in the pool, which could have been avoided, had they been allowed to toilet prior to their appointment.
- ✿ Clients are requested to pick up after their dog, and use the bin provided. Please do not allow your dog to urinate or defecate on or around the graves or burial ground area. There is a large clear grassy area to the side and rear of the church for your use, away from the burial ground.
- ✿ Patients must be in a clean condition. Clients are encouraged to arrive early for their appointment, especially in muddy and wet seasons, in order to shower their dog prior to their treatment session. If your dog is deemed to be too dirty to enter the pool, you will be asked to shower your dog prior to swimming. This will reduce the amount of time your dog has in the pool.
- ✿ Towels are provided, although you are encouraged to bring your own as your dog will be damp after their treatment, and should be as dry and comfortable as possible for their return journey home. We recommend that you bring a warm coat or blanket to wrap your dog in after their session, especially in inclement weather, so the benefits gained from the therapy are retained.
- ✿ Floors may be wet and slippery, and water may be splashed and shaken during the session. The dog shower is located on the walkway next to the pool, and the floor can become quite wet. Clients are advised to be aware and dress appropriately.
- ✿ WWCH requests that young children do not attend sessions. Any children who do come along must agree to be quiet and calm during the session. The hydrotherapist and the client must have their full concentration focused on the patient, and if children can not comply with this condition, they should not be brought to the clinic.
- ✿ Clients agree that WWCH can use photographs and video taken during the treatment sessions for publicity purposes. WWCH give you permission to take photos and videos during the session for your personal enjoyment, and if posted on social media, please remember to tag our page – WestWalesCanineHydrotherapy.
- ✿ Clients understand that WWCH can take no responsibility for loss or damage to vehicles or personal property while you are at the clinic.
- ✿ WWCH reserves the right to refuse treatment to any dog.
- ✿ Clients are requested not to bring dogs other than those who are going to swim to WWCH, without prior consultation with the clinic.