



# 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 staff are fully trained and pool water condition meet CHA and NARCH safety standards, clients accept that their dog undergoes hydrotherapy wholly at their own risk.
- ✿ All patients being treated, including those attending for “fun and fitness swims”, must have a vet referral form signed by their vet, showing that their veterinary surgeon is happy for them to swim.
- ✿ Patients undergoing treatment at West Wales Canine Hydrotherapy 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 hydrotherapy sessions must be paid in full, prior to treatment. Clients intending to pay for sessions using their pet insurance should pay West Wales Canine Hydrotherapy first and claim back from their insurer afterwards. West Wales Canine Hydrotherapy 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 West Wales Canine Hydrotherapy if the patient’s condition worsens following treatment, or if their vet advises treatment should be stopped or postponed.
- ✿ Patients will be required to wear a buoyancy jacket or harness during treatment, supplied by West Wales Canine Hydrotherapy. 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 at least one hour afterwards.
- ✿ Clients are encouraged to arrive at least 10 minutes before 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 rear of the church for your use, away from the burial ground.
- ✿ Patients must be in a clean condition. If your dog is deemed to be too dirty to enter the pool they may be given a shower 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 swim, especially in inclement weather, so the benefits gained from hydrotherapy are retained.
- ✿ Clients agree that West Wales Canine Hydrotherapy can use photographs and video taken during the treatment sessions for publicity purposes.
- ✿ Clients understand that West Wales Canine Hydrotherapy can take no responsibility for loss or damage to vehicles or personal property while you are at the clinic.
- ✿ West Wales Canine Hydrotherapy 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 West Wales Canine Hydrotherapy, without prior consultation with the clinic.

### ADDITIONAL PROCEDURES DURING COVID-19 PANDEMIC:

- ✿ Clients are not permitted into the building during hydrotherapy sessions.
- ✿ Toilet facilities are not available for clients to use during this time.
- ✿ Your dog will be collected from and returned to you outside the building following their hydrotherapy session.
- ✿ Hydrotherapy collars and leads are disinfected between patients, and there is hand sanitiser gel available for your use.
- ✿ Payment will be taken over the phone using debit/credit card. Bank details can be provided if you would prefer to pay by bank transfer.
- ✿ Cash is not being accepted during this time.
- ✿ Maintain social distancing staying at least 2 meters away from other people. Do not let your dog mix with other dogs or people.
- ✿ Bring a face mask and wear it if you are unable to maintain 2 meters distance from other people.

Dog’s Name	Breed	Date of Birth
I declare that I am the legal owner of the dog named above and that the information shown on the vet consent form is correct. I give my permission to my Vet (and any other health care professionals involved in the care of my dog) to supply West Wales Canine Hydrotherapy with health information about my dog. Further I have read and fully accept the terms and conditions detailed above.		
Client’s Name .....		
Client’s Signature .....		Date .....