



TERMS AND CONDITIONS

Please read through the following thoroughly before bringing your dog to Fourpaws.

- A Veterinary Referral Form is essential to beginning treatment at Fourpaws and must be received before the Initial Assessment. NO dog will be accepted without one.
- Dogs MUST NOT be fed for at least 3 hours prior to their Hydrotherapy treatment and must be given the opportunity to pass urine and faeces before entering the water. An additional session fee will be charged to any client whose dog defecates in the hydrotherapy facilities as subsequent sessions would have to be cancelled to allow for treatment, cleaning and heating of the water.
- If your dog fouls the surrounding areas to our centre it is your responsibility to clean up after them. Bags are available on request.
- Dogs should be vaccinated and certificate is to be produced if requested.
- Dogs should have regular Veterinary checks to ensure they are fit to swim.
- No dog shall be brought to the centre when it is known that it is unwell or unfit to receive treatment.
- Dogs with infectious or contagious conditions, such as Ear, Eye or Skin infections will not be treated. Owners are advised to cancel all appointments with at least 24 hour's notice until the condition is clear. Normal cancellation conditions apply.
- All treatment courses, including those to be part of an insurance claim, must be paid for in full and advance. Individual sessions must be paid for on the day of treatment.
- We ask for at least 24 hour's notice on cancellations. Any less than this and a full session fee will be charged.
- Fourpaws can refuse the right to swim any dog as they see fit.
- The following conditions may prevent a dog from swimming. Please ensure that you tell your Hydrotherapist if your dog is suffering with any of the following:
Vomiting or Diarrhoea
Incontinence
Heart or Respiratory problems
Epilepsy or Diabetes
- Owners are to notify Fourpaws if, during a course of treatments, the dog's injury or condition worsens, or if the Veterinary Surgeon advises that treatment is to be stopped or suspended.
- We do NOT allow owners into the water with their dogs due to Health and Safety reasons.
- Only one dog will be allowed access into the pool at any one time.
- Owners are requested not to bring dogs other than those being treated to Fourpaws.
- Bitches in season will NOT be able to attend sessions until their season has finished.
- When not undergoing treatment all dogs must be kept under control and on a lead at all times.
- Fourpaws Canine Hydrotherapy Centre is not the ideal environment for young children. Should it be necessary for owners to bring children, in the interests of Health and Safety they must remain with the accompanying adult at all times whilst on the premises.
- We cannot guarantee you will stay dry during your dog's sessions and cannot be held accountable for any wetness of clothes or possessions. Please bring waterproofs and non-slip shoes if this is of concern to you.
- Fourpaws cannot be held responsible for any loss or damage to vehicles or personal property, howsoever occasioned, whilst on the premises.
- Fourpaws reserves the right to use video footage and photographic stills taken during the sessions.