

Terms and Conditions for Woods Hydrotherapy

Every client will need to have read, understood and agreed the terms and conditions before hydrotherapy treatment. These are designed for the best interests of the patients, clients and hydrotherapists involved.

- A signed veterinary referral is needed before treatment can be conducted.
- It is the owner's responsibility to inform the hydrotherapist of any changes to their dogs condition that may mean that hydrotherapy can not be conducted.
- Dogs with active ear, nose and eye infections will not be treated due to the risk of infection spread. This also applies to any open wounds.
- The therapist has the right to refuse treatment if they deem the dog is not suitable for treatment.
- Treatment cannot be carried out on female dogs in season.
- Allow 24 hours prior or post treatment before applying flea treatment.
- Sessions cancelled within 24 hours of the appointment time will be chargeable. Please notify if you need to cancel your appointment by email or telephone.
- Treatment sessions are to be paid up front on the day, by cash or bank transfer.
- If you are more than 10 minutes late to a session, treatment time will be altered accordingly, or the session will not go ahead. This session will still be chargeable.
- Try to make sure that your dog has toileted before their session. If the dog defecates in the treadmill there will be an additional charge of £50 and the session will have to be stopped. This covers the cost of emptying, re heating and re sanitising the water and the cost of possible sessions lost to others after the incident.
- Please clear up after your dog if they are being walked in the local area. Waste can be disposed of in the black bin outside the centre.
- It is recommended not to feed your dog up to 3 hours before their session and up to an hour from getting home after the session.
- All clients to park on the driveway of 39 Elmshurst Gardens at their appointment time. Please be patient if the client before you are running late, your session times will not be impacted by this.
- Always unload your dog from the car on the driveway when your therapist comes out to meet you. This is to reduce the possibility of any confrontations between dogs; not all may be friendly and reduce risks of unloading on the road.
- Keep your dog on a lead and under control whilst outside and inside the premises.

- Only a qualified hydrotherapist will accompany the dog into the treadmill, owners cannot accompany their dogs into the treadmill chamber.
- Water testing will be conducted daily. There is a risk that your dog may react to chemicals or cleaning products used in the centre even when in the correct range.
- Take care when walking around the centre and wear sensible footwear as the floor is likely to be wet at times.
- Any dogs under the Dangerous Dogs Act 1991 must be registered with the Government and a muzzle to be always worn whilst in the centre.
- Be aware that exercise in the underwater treadmill can cause stress to the dog's cardio-respiratory functions. All care will be taken; however your dog could be at risk if suffering from an undiagnosed cardiac or respiratory condition.
- If your dog has undiagnosed or diagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.
- If your dog is reliant on certain medication timings, please make your therapist aware so session times can be accommodated.
- Woods Hydrotherapy is not liable for any damage to vehicles or loss of property.
- In the event of a fire, leave through the fire exit. The fire assembly point is on the driveway of 39 Elmshurst Gardens.
- Pictures or videos taken during the session may be used in marketing and website material or social media posts for Woods Hydrotherapy.
- Woods Hydrotherapy will not pass on any personal information to third parties without prior consent.

I consent to the Terms and Conditions provided by Woods Hydrotherapy.

Dogs Name:

Client Name Print:

Client Signature:

Date:



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