

Well-dogs: Terms & Conditions

- A veterinary referral / information form needs to be completed for each dog attending or medical records noting hydrotherapy / physiotherapy approved by the vet received.
- For safety and as a courtesy to myself and other clients, dogs on the premises and its surrounds **must be kept on a lead at all times**, except during treatment. Please pick up your dog waste.
- Payment by cash, cheque or bank transfer is to be made prior to the session, or insurance validated. **Please note** a £20 administration fee will be charged for each e-claim submitted direct to insurers by ourselves.
- All swims are supervised by the Hydrotherapist, please act upon their advice for the wellbeing of your dog.
- Please do not feed your dog 3 hours prior to your visit. There may be a surcharge for any dog that fouls in the pool if closure for cleaning is necessary. It is recommended that you do not feed your dog for approximately 1 hour after swimming.
- Owners are required to notify Well-dogs if any injury or condition occurs or worsens whilst undertaking a course of hydrotherapy. Dogs with infectious conditions such as eye, ear and skin infections will not be able to use the pool until the condition has cleared.
- Well-dogs have the right to refuse treatment to any dog at any time.
- At busy times, late arrivals will be treated only within their appointed time.
- Please make cancellations at least the day before the appointed treatment time. Late cancellations will incur a charge of £10 and missed appointments will be charged at full cost.
- Well-dogs will not be held responsible for any vehicle damage on the premises.
- Children must be kept under close supervision at all times.
- Anyone behaving in a way which may cause upset, damage or injury to themselves, dogs, staff, equipment or premises may be asked to leave.

I agree to these terms and conditions;

Client signature:

Date:

(Please bring this form to your first treatment)