



# AQUATIC CANINE THERAPY ACT NOW!

✿ Neurological Orthopaedic and Well-being ✿

WINNERS - Outstanding Centre of The Year 2017  
Awarded By The Canine Hydrotherapy Association

## TERMS & CONDITIONS

### 1 Legal

- ✿ All swims including "Fun Swims" are supervised by a qualified Hydrotherapist. Please act upon their advice for the well-being of your dog. Whilst all reasonable precautions are taken, dogs swim entirely at their owners own risk. Dogs recovering post operatively will not be allowed to swim until stitches are removed.
- ✿ We allow a set time for each client. Late arrivals will only have treatment within their remaining appointment time. Owners running late to collect their dogs post treatment will be charged £5 per part or full 15-minute block over their allocated session time. We reserve the right to refuse treatment of your pet at any time.
- ✿ Clients purchasing a discounted block, agree to the terms and conditions that apply to them and note the refund policy.
- ✿ For pre-approved direct insurance claims, an Insurance Company pre-claim acceptance letter **must** be presented pre session or at induction. This must confirm the Insurance Company name, dogs name, policy number and level of cover they have authorised to pay. Any excess must be paid at time of session and will not be placed on account pending submission of a claim. Should the insurance company reject payment then the owner is liable and must pay **in full** within **7 days**. Please note. due to being a small business, we may not always be able to afford to put treatments on account.
- ✿ We are happy to complete claim forms on a clients' behalf, however completion of claim form does involve administration time. A one-off annual administration fee of £15.00 will therefore be added to your account to cover the admin cost of us submitting any claims and associated documentation on our behalf. Payment of said fee will be invoiced and due to be paid within 7 days. Submission of claim forms will be limited to one a month.
- ✿ Payments are due on the day of the appointment. Any payment not made within 7 days of the appointment, (excluding pre-approved direct insurance claims unless uninsured amounts) will incur an additional fee of £5, per 7 days overdue, to cover administration costs, issuing account statements and reminders. Any overdue accounts referred to the Small Claims Court will be responsible for all incurred fees which will be added to the remaining account balance at time of submission.
- ✿ Dogs will not be treated without a completed Veterinary Consent form to ensure we are compliant with the Canine Hydrotherapy Associations Quality Standards. You give permission for ACT to obtain your dogs' medial history.
- ✿ ACT reserve the right to use photographic still and/or video footage taken during the dogs' sessions and associated activities for monitoring purposes, witness statements for student assignments and for social media advertising and marketing. At no time will clients' personal data be used unless permission has been given prior.
- ✿ For missed appointments or appointments cancelled without prior 24 hours' notice, owners will be charged a full session cost unless rescheduled within the same week.
- ✿ An updated consent form will be requested from your Veterinary Surgeon at 6 monthly intervals. Meanwhile, please ensure you inform us **immediately** of any changes in medication **or** your dogs' condition.
- ✿ We shall not be held responsible for any loss or damage to personal belongings or property of visitors to the centre or responsible for any damage to vehicles whilst parked at the premises.

### 2 Health & Safety

- ✿ Bitches in season may not attend their sessions. If session cancelled without prior **24 hours' notice**, owners will be charged a full session cost.
- ✿ Dogs with infectious conditions (such as ear, eye and skin infections), open/weeping sores or wounds or may not attend their sessions until the condition has cleared. Dogs must not have flea/tick treatment or the Kennel Cough Vaccination **within 48 hours** prior to their session. If session is cancelled without prior **24 hours' notice**, owners will be charged a full session cost.

- Due to high number of dogs using ACT, unvaccinated dogs (homeopathically treated) are at risk particularly from Parvo virus, leptospirosis, distemper and hepatitis/adeno virus. While every effort is made to maintain good hygiene in the centre, you must accept that the centre cannot be held responsible if for any reason your dog contracts any such virus or disease.
- As a courtesy to the centre and other clients, all dogs must be always kept on a lead, except during treatment.
- Owners are required to notify ACT **immediately**, in writing, via email, if during a course of treatment, the dogs condition worsens or the Veterinary Surgeon has advised that the course of hydrotherapy is to be changed, suspended or stopped.
- All owners are advised to wear nonslip footwear and to take extreme care in the centre. High heels **should not** be worn for health and safety purposes to prevent puncturing the waterproof flooring.
- Children must be kept under close supervision at all times. Anyone behaving in a way which may distract the dog or cause upset, damage or injury to staff, themselves, pets or premises may be asked to leave.

### 3 Pre-Session

- Owners are requested not to feed their dog for **THREE** hours prior to treatment and to ensure they have had time for toilet duties (**moved his/her bowels**). In the event of a code brown in the UWTM or Pool a double session cost will be charged to cover the cost of cancelling appointments whilst the team thoroughly clean the equipment and your dog together with the appropriate grooming charge. In severe cases (Sickness & Diarrhoea) the full day must be cancelled as a result to allow water to be wasted, filled, and reheated to the correct temperature. An additional surcharge of £100 will be made.
- Dogs should be as clean as reasonably possible and brushed prior to the session to remove any excess hair. If excessive mud is present an **additional charge** will be made at the appropriate grooming cost. For the safety of the staff, it is important the water remains as clean as possible.

### 4 During Session

- It is the owners' responsibility to collect any waste matter produced by their dog either in the hydrotherapy centre or associated grounds.
- Owners are advised to wear appropriate clothing and non-slip footwear whilst accompanying their dog throughout the session.

Dogs + water = wet!

### 5 Post Session

- Owners are requested not to feed their dog for **ONE** hour after treatment ends. Please keep your dog as warm as possible immediately after the session, so bring a coat or towel, until they are dry, especially during the colder seasons.

Owner's name (Print in full):  
 Address:  
 Postcode:  
 Dog's Name:

I confirm that I am the owner or am responsible and financially accountable for the dog detailed above. I have read, understood, and agree to abide by the above Terms & Conditions.

I have also received a copy of the ACT Privacy Policy V..... which can also be viewed on our website.

.....Date: .....

(Customer Signature)

ACT is an abbreviation for Aquatic Canine Therapy (South) Ltd T&C V8 0222