

# therapaws

## Animal Rehabilitation Centre

### Client Information

01344 222299 OR [enquiries@therapaws.co.uk](mailto:enquiries@therapaws.co.uk)

**Food** - Please do not feed your dog for 2-3 hours prior to their swim and until at least 1 hour after their swim.

**Exercise** - Please only give your dog a short walk on the day of swimming. Your dog will be tired after their swim so please allow them to rest. Rehab clients please allow your dog to rest for around an hour after their swim and then encourage them to get up and move about to prevent stiffness. However, if your vet has advised otherwise, please follow their advice.

**Prior to appointment** - Please arrive a few minutes early to allow time for your dog to relieve themselves before coming onto the property. Accidents in the pool or treadmill will incur a fee.

After toileting your dog please wait by your car and one of our therapists will come out to get you.

**Cancellations** - We require a minimum of 24 hours notice otherwise the full charge will apply.

**Payment** - Should be made in advance of treatment or on the day. It may be made by card over the phone or via bank transfer (please see details below). Please use your dog's name and your surname for reference. Blocks of 11 swims at the discounted price will only be honoured if purchased in advance. Blocks must be used within 6 months of the date of payment.

HSBC Sort Code: 40-13-10    Account No: 81895885

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**Insurance claims** - Whilst we will be happy to assist you with making a claim for insurance by providing documentation and assisting with completion of forms, we are no longer able to offer the facility of payment via 'direct claims'.

Any of our staff will be happy to speak to you if you have any queries or concerns about your dog's treatment plan here at Therapaws. Please call and leave a message or email us and we will get back to you as soon as possible.