

# Therapaws Terms and Conditions

**Please read all this important safety information - it applies to the car park, external and the swimming pool areas.**

## **HEALTH AND SAFETY - HUMANS**

It has been explained to me that I may be asked to participate in exercises / therapy to motivate my dog and I understand there are trip / slip hazards including other people and dogs present. I have been advised that I should wear suitable non slip footwear. I will inform Therapaws if I am unable / unwilling to participate. I will also inform Therapaws if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. I understand that I am responsible for my children's safety and behaviour while they are on the premises and that they should remain seated in the swimming pool area. I will ensure my children remain under my close supervision at all times and in all areas of the centre. I understand that I am responsible for the safety of people / visitors accompanying me whilst at Therapaws as they may not be familiar with procedures and hazards that I have been made aware of.

## **HEALTH AND SAFETY - DOGS**

1. Always have a collar and/or harness on your dog. Dogs without collars pose a serious health and safety risk

to members of staff, other clients and their dog.s

2. Keep your dog on a lead at all times until a member of staff tells you that it is safe to release your dog(s)

If you are not strong enough or have problems controlling your dogs, please ask a member of staff for help.

3. Always check with a member of staff before bringing your dog into the reception or pool area. Your dog may be wonderful with other dogs but not all dogs are. Please remember we have injured dogs on the premises that can feel threatened or could be hurt by normal friendly behaviour.

**Staff members are under strict instructions regarding collars and leads on dogs - please listen to them. These rules are for everyone's safety and to ensure neighbouring properties are not affected by unnecessary noise. Clients who have been warned and continue to ignore staff instructions to check before entering reception and/or control their dog(s) will not be allowed to continue using Therapaws facilities.**

## **CHANGE OF CIRCUMSTANCES**

I will inform Therapaws of any changes to medication, and surgical procedures or changes in veterinary advice which affects my dog(s). I understand that any of these changes may affect the type and duration of treatment. I will inform Therapaws if my dog is receiving treatment elsewhere e.g. physiotherapist, chiropractor, massage, homeopathic treatment, TTouch practitioner, etc. I will inform Therapaws immediately if my dog contracts any infections or contagious disease (e.g. Kennel Cough).

## **DISCUSSION OF RISKS**

Physical exercises together with the pressure of the water on the chest and abdomen can put more stress on your dog's cardio respiratory functions. If there is an undiagnosed cardiac or respiratory condition your dog could be at risk. Whilst all due care will be taken, if your dog has a diagnosed or undiagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

## **CLEANLINESS**

**If your dog poops** - please clean up using a poop bag and dispose of in the buckets provided (bags can be provided).

## **APPOINTMENTS**

**Late Arrivals - Up to 15 minutes late** - we will start the swim but your dog(s) will be required to leave the pool area to enable the next clients appointment to start punctually.

**Over 15 minutes late** - we may let the next client start their dog(s) swimming and try to fit you in at the end of their appointment. This will not always be possible. In either case the full charge will apply.

**Missed Appointments** - the full charge will apply.

**Cancellations** - we require a minimum of 24 hours notice otherwise the full charge will apply. You may notify us by telephone or by e-mail.

#### **INSURANCE CLAIMS**

**Must be authorised by your insurance company.**

If it has been agreed by Darah that you may make a direct claim for your dog's treatment then please bring a claims form with your policy holder details completed and a stamped addressed envelope.

Insurance claims can only be submitted once treatment has been given. **If for any reason your claim is rejected then you will be liable for the full cost of treatment.**