

therapaws

Animal Rehabilitation Centre

Client Information

07596 415323 OR 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 allow time for your dog to relieve themselves before coming onto the property. Accidents in the pool or treadmill will incur a £75 surcharge as they will need to be closed for the day and following clients cancelled/rebooked to allow for proper cleaning.

If needed, there is a green area at the end of Martins Lane by the railway arch (where a bin is conveniently located) – please do not allow them to use the grass verges along the lane.

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

Cancellations – Appointments cancelled within 48 hours will be charged at 50% of the fee and the full fee will be charged if cancelled within 24 hours.

Payment - Should be made in advance of treatment or on the day. It may be made by card over the phone, cash on the day 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 help you make insurance claims for your dog's treatment 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 with 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.