

## **THERAPAWS TERMS & CONDITIONS**

**Please read this important safety information. It applies to the carpark, external areas, reception and treatment areas.**

### **HEALTH & SAFETY: HUMANS**

- Whilst all possible efforts have been made to minimise trip/slip hazards, all clients use the facilities at their own risk. Non-slip footwear is strongly advised.
- At the time of booking, clients must inform staff of any disability or medical conditions that may put them at greater risk of injury.
- The safety and behaviour of children are the responsibility of the parent(s), who will ensure that children remain under close supervision at all times and seated whilst in the swimming areas.
- Clients are responsible for the safety of any visitors accompanying them.

### **HEALTH & SAFETY: DOGS**

- Whilst every care is taken of the dogs undergoing treatment, and in the maintenance of the water and equipment, all dogs receiving hydrotherapy do so entirely at their owner's risk.
- Physical exercise together with the pressure of water on the chest and abdomen can put more stress on your dog's cardiorespiratory 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.
- All dogs must have a signed veterinary referral prior to treatment in the pool or treadmill and whether for rehab or fitness, maintenance and weight loss or puppy swims.
- Owners are responsible for notifying the hydrotherapist of any deterioration or change in their dog's condition or health, or if their vet has said treatment should be stopped.
- Dogs with any infectious diseases, open wounds, gastric upsets, ear, eye or skin infections will not be able to swim. This also includes bitches in season. We reserve the right to refuse treatment to any dog at our discretion.
- All dogs must wear a collar and/or harness and remain under control on lead until instructed otherwise by staff. Clients who have been warned and continue to non-comply will not be allowed to continue using the facilities at Therapaws.
- Dogs must not eat for 2 hours prior to their session and for 1 hour after their session.
- 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.

## GENERAL

- We cannot be held liable for damage to vehicles or loss of personal property while on Therapaws premises.
- All sessions must be paid for on the day or in advance.
- Discounted block bookings must be used within 6 months of the 1st session, unless given prior authorisation to extend, and no refunds will be given.
- 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.
- Dogs should arrive in a clean state, if your dog is dirty we will have to spend session time washing them prior to entering the pool or treadmill.
- 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.
- Please clean up after your dog if they poop on the premises – bags can be provided on request.
- Therapaws will need to contact your veterinary surgeon with your details to obtain your dog's medical history and veterinary referral.
- Therapaws has a strict privacy policy, we use an online system called SHARC to store your data. Your information held will not be shared with anyone other than our sister company Click-2-Heel.
- Therapaws and Click-2-Heel would like to occasionally send you information on offers and dog-related events, workshops and training classes. If you wish to receive this information then please tick the box below when signing this form.

I accept and agree to the terms and conditions laid out in this document and updated 15/05/2024.

Client Name Printed.....

Client Signature.....Date.....

I wish to be sent dog-related information

Please email this form to **enquiries@therapaws.co.uk** or post to:

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Berkshire  
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