

TERMS AND CONDITIONS

1. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at their owner's risk.
2. The session must be paid for on the day of treatment or in advance for discounted block treatment courses
3. At our discretion, session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
4. Dogs will not be treated without the prior authorisation of their veterinary surgeon.
5. Owners must advise HydroFido of any infectious or contagious conditions such as ear, eye or skin infections, and agree that the dog will not attend any sessions until the dog is fully recovered. This also includes dogs suffering from vomiting and/or diarrhoea. Owners are advised to cancel all appointments with at least 24 hours notice until the condition has cleared for a minimum of one day.
6. Bitches in season will not be able to attend sessions until their season has finished.
7. Confirmation and sight of the dog's vaccination certificate are required prior to commencement of treatment. Dogs will not be treated without up-to-date vaccination records.
8. If your dog has any temperament issues with either humans or other dogs, the owner must bring this to the attention of HydroFido prior to the first session.
9. Owners are required to notify HydroFido if, during a course of treatment, the dog's injury or condition worsens, or if the veterinary surgeon advises that the treatment is to be stopped or suspended.
10. HydroFido reserves the right to refuse treatment to any dog.
11. Owners are requested not to feed their dog for at least 3 hours before attending an appointment to avoid gastric torsion. For the dog's own health, they will not be treated if they have recently eaten a meal.
12. Owners are asked to ensure that the dog has been to the toilet before treatment. A surcharge may be made for dogs that defecate in the pool because of the necessity for extra cleaning/water treatment.
13. When not undergoing treatment all dogs must be kept under control and on a lead.
14. It is the owner's responsibility to clear up after their dogs, whilst on the premises and in the surrounding environment. Poop-a-scoop bags are available on request.
15. Owners are requested to park in the marked bay areas in front of the premises and to respect the privacy of our neighbours by not straying onto their forecourt.
16. HydroFido cannot be held responsible for any loss or damage to vehicles or personal property whilst on the premises.
17. HydroFido reserves the right to use photographic material taken during sessions.

