

TERMS & CONDITIONS

- 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 owners risk.
- All treatment course must be paid for in advance if taking advantage of the upfront package deal. The sessions as part of this deal are non-transferable and non refundable. Individual sessions must be paid for at the end of each session including those undertaken as part of an insurance claim. We will happily complete and post insurance claim forms free of charge to claim back the cost of hydrotherapy sessions for you. It remains your responsibility to ensure your insurance policy covers the costs of your dogs hydrotherapy treatment should you wish to claim.
- Sessions fees will be charged in full if a session is broken or cancelled without 48 hours notice.
- Please bring your own towel for your dog to each session.
- Dogs will not be treated for medical conditions without the prior authorization of a veterinary surgeon.
- Dogs with infectious or contagious conditions such as ear, eye or skin infections, gastric upset, kennel cough etc. should seek the advise of their veterinary surgeon and contact Aquavet with at least 48 hours notice if the session needs to be cancelled.
- Any session cancelled or not attended with less than 48 hours notice will be charged a full session fee.
- Aquavet will require production of your dogs vaccination record prior to commencement of treatment. Dogs will not be treated without up to date vaccination records.
- Owners are required to notify Aquavet if during a course of treatment your dogs injury or condition worsens or if a veterinary surgeon advises that the treatment is stopped or suspended.
- Aquavet reserves the right to refuse treatment to any dog.
- Owners are requested not to feed your dog for four hours before attended Aquavet and to ensure your dog has had the opportunity to toilet. A charge of £29.98 will be made for dogs that defecate in the water as this may lead to equipment closure.
- We reserve the right to cancel sessions after such an incident as a dog defecating in the water or situations beyond our control (e.g power cut).
- When not undergoing treatment all dogs must be kept on a lead and under control at all times.
- It is the owners responsibility to poop a scoop after their dogs whilst on company premises and its surrounding environment.
- Aquavet assumes no responsibility for any loss or damage of vehicles or personal possessions, howsoever occasioned, whilst on company premises.
- Aquavet assumes no responsibility for any loss or injury to any person or animal, howsoever occasioned, whilst on company premises.
- Aquavet reserves the right to use video footage and photographic stills taken during sessions.
- When visiting Aquavet you are advised to wear sensible shoes with non slip soles and clothing you do not mind getting wet. The floor in the hydrotherapy rooms becomes very wet and slippery during your dogs session.
- Please ensure your dogs coat is clean prior to swimming. Do not use our hydrotherapy equipment to clean your dog. Aquavet reserves the right to refuse treatment to any dog with a dirty coat. Please note full hydrotherapy costs will be charged in such circumstances.
- Aquavet reserves the right to muzzle any dog that shows aggression during the session to humans or other dogs. We reserve the right to refuse to swim dogs that show aggression to humans or other dogs. Owners take full responsibility for their dogs behaviour whilst on company premises and will be held liable for any damage or injury caused to humans, other dogs, equipment or premises.