

## Terms and Conditions

Whilst every care is taken of the dogs undergoing treatment, the maintenance of the water and equipment all dogs receive hydrotherapy entirely at their owner's risk.

All treatment must be paid for at the end of each session.

Session fees will be charged in full if cancelled without 24 hours notice.

Your dog will not be treated without prior authorisation of a veterinary surgeon and an up to date vaccination record.

Dogs with contagious conditions such as ear, eye or skin infections, gastric upsets or kennel cough etc. You should contact your own vet for advice and phone Aquavet with at least 24 hours notice if the session has to be rearranged.

Owners are required to notify Aquavet if during a course of treatment your dogs' injury or condition worsens or if a vet advises that the treatment is stopped or suspended.

Aquavet reserves the right to refuse treatment to any dog.

Owners are requested not to feed their dogs 4 hours before a session and to ensure your dog has had plenty of opportunity to toilet. A charge of £40 will be made for dogs who defecate in the water as this may lead to equipment closure. (This charge is in addition to the normal session fee).

We reserve the right to cancel a session after such an incident as a dog defecating in the water or a situation beyond our control (eg: power cut)

When not undergoing treatment all dogs must be kept on a lead and under control at all times. No dog must enter the pool without a member of staff being present.

It is the owner's responsibility to poop a scoop after their dog whilst on company premises and the surrounding environment. There is a park at the top of Oak Street.

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 loss or injury to any person or animal, howsoever occasioned whilst on company premises.

Aquavet reserve the right to use video footage and photographic stills taken during sessions.

When visiting Aquavet you are advised to wear sensible footwear with non slip soles and clothing you don't mind getting wet. The floor of the hydrotherapy rooms becomes very wet and slippery.

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 to swim a dog with a dirty coat. Please note the full cost of the session will be charged in such circumstances.

Aquavet reserve the right to refuse to swim dogs that show aggression to humans or other dogs. Owners take full responsibility for their dog's behaviour whilst on company premises and will be held liable for any damage or injury caused to humans, other dogs, equipment or premises.