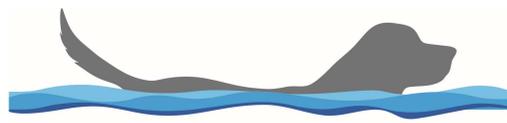


Terms & Conditions – Pre Swim information

- ❖ A veterinary referral form must be signed by your veterinary surgeon before your pet is allowed to swim.
- ❖ Please do not feed your pet for at least 2 hours before and after each session.
- ❖ Please make sure that your pet has toileted before its session, defecation in the pool means that sessions will be cancelled whilst the water is treated, therefore a penalty of £35.00 will be charged.
- ❖ It is the owner's responsibility to clean up after their pet whilst on premises (poo bags are available upon request).
- ❖ We cannot swim your pet if: - It is a bitch in season, has an open wound, has suffered from vomiting and diarrhoea in the last 48 hours, or if your pet has a contagious condition such as kennel cough. Please phone to postpone your session.
- ❖ Owners are required to notify New Forest K9 Hydrotherapy if the patient's injury or condition worsens or if the veterinary surgeon advises that treatment must be stopped.
- ❖ All session fees must be paid for prior to, or on the day of the session (this includes insurance claims).
- ❖ The full session fee will be charged for late arrivals, we will endeavour to swim your pet as usual, but the session will finish at the appointed time, to allow for the next dog's swim to start on time.
- ❖ Cancellations - We require 24 hours notice for cancellations, otherwise you may be charged the full fee.
- ❖ New Forest K9 Hydrotherapy reserves the right to change or cancel appointments when and if necessary i.e. in case of power failure, maintenance, issues with the water etc.
- ❖ New Forest K9 Hydrotherapy reserves the right to refuse to swim any animal at the centre.
- ❖ Dogs must be kept on a lead and under control at all times until a hydrotherapist advises it is safe to release them.
- ❖ Owners and animals make use of the pool entirely at their own risk. New Forest K9 Hydrotherapy do not accept responsibility for an injury to owner or animal whilst using the hydrotherapy pool and can accept no responsibility for loss or damage of personal belongings whilst on the premises.
- ❖ New Forest K9 Hydrotherapy reserve the right to use any photographic or video material taken at the centre.



NEW FOREST K9 HYDROTHERAPY

- ❖ The welfare and safety of your pet is our main priority, therefore a qualified hydrotherapist will be in the pool with them at all times. This will initially help them relax and it enables the hydrotherapist to monitor their range of motion and help them get the maximum benefit from each session whether it is for pre-operative, post-operative or for fitness.
- ❖ Initially, your pet will only be in the water for a very short period of time (possibly one minute). This is for safety and recovery assessment. The effort required in water is a lot more than on land. Five minutes of swimming is the equivalent to a far longer walk for a dog. The length of time your pet is in the water will increase as their health and fitness improves.
- ❖ Your pet will be rinsed after its session. If you would like us to shampoo them, please bring some with you.
- ❖ We will towel dry your dog on exiting the pool, but it is a good idea to bring your own towels for the car journey home.
- ❖ If the weather is cold, please bring a coat for your pet to wear on its journey home to help keep it's muscles warm.
- ❖ Please contact us prior to a session if there have been any changes in your pet's health since their last session. This will allow the hydrotherapist time to contact your veterinary surgeon to discuss any issues.
- ❖ If your pet requires any emergency medication for a condition such as epilepsy, please make sure that you bring it with you to each session.
- ❖ Please wear suitable non-slip clean footwear, as the floor may be wet around the pool area.
- ❖ Flea treatments must not be administered on the day or day before your pet swims.