



## **Hydrotherapy: TERMS & CONDITIONS**

*Please read all this important safety information – it applies to the car park, external areas and the Spa area.*

### **HEALTH AND SAFETY – HUMANS**

I understand that I may be asked to walk/run/participate in exercises/therapy to motivate my dog and I understand there are trip/slip hazards. I have been advised that I should wear suitable non-slip footwear. I will inform staff if I am unable/unwilling to participate or have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. Owners using the facilities and accompanying their dogs in the pool or water treadmill do so at their own risk. We cannot therefore take responsibility of any injury suffered by owners using the pool and water treadmill facilities and surrounding area.

I understand that I am responsible for my children's safety and behaviour and will remain under my close supervision while they are on the premises. I understand that I am responsible for the safety of people/visitors accompanying me as they may not be familiar with the procedures and hazards that I have been made aware of.

### **HEALTH AND SAFETY - DOGS**

I will always have a collar and/or harness on my dog. I will keep my dog on a lead until a member of staff tells me that it is safe to release my dog. Dogs *not* on leads pose a serious health and safety risk to members of staff, other clients and their dogs. If you are not strong enough or have a problem controlling your dog, please ask a member of staff for help.

Always leave your dog in the car, and check with us before bringing your dog into the Spa – your dog might be wonderful with other dogs but not all dogs are. Please remember we have injured dogs on the premises that can feel threatened or could be hurt by normal friendly behaviour.

### **CHANGE OF CIRCUMSTANCES**

I will inform staff of any changes to medication, any surgical procedures or changed in veterinary advice affecting my dog. I understand that any of these changes may affect the type and duration of treatment. I will inform staff if my dog is receiving treatment elsewhere e.g. Physiotherapy, chiropractor, massage treatment, T-Touch practitioner. I will not bring any dogs to Bilbo's which has contacted or been knowingly exposed to any infectious or contagious diseases e.g. kennel cough

### **DISCUSSION OF RISK**

Physical exercise together with the pressure of the water on the chest and the abdomen can put stress on your dog's cardio respiratory 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.

### **CLEANLINESS**

If your dog poops – please clean up and dispose of it in the bins provided. Ask if you need a poop bag or help – we do not mind as accidents happen with elderly, young or disabled dogs.

### **APPOINTMENTS –**

Late Arrivals:

- Up to 15 minutes late – we will start the swim but your dog(s) will be required to leave the pool area to enable the next dog's swim to start punctually.
  - Over 15 minutes late – we may let the next client start their dog(s) swimming and try to fit you in at the end of their appointment. This will not always be possible. In either case the full charge will apply
- Missed Appointments –The full charge will apply

### **CANCELLATIONS**

- We require a minimum of 24hours notice otherwise the full charge will apply.
- We reserve the right to change or cancel appointments when and if necessary i.e. in case of power failure, maintenance, water management.