



TERMS & CONDITIONS

- Whilst every care is taken with dogs undergoing treatment as well as with the maintenance of the water & equipment, all dogs receive treatment at their owner's risk.
- Missed or cancelled appointments without 24 hour notice will be charged at 50%.
- Dogs will only be treated with prior authorisation from the dog's Veterinary Surgeon in order to ensure that they are fit to exercise. Our Registration Form can be downloaded from our website and faxed or emailed prior to your appointment.
- Dogs with an eye, ear, skin or gastric condition will not be able to use the facilities.
- Bitches in season may not use the facilities until their season is over.
- Owners are requested not to feed their dogs for at least 3 hours before attending a session.
- Owners must ensure that their dog has urinated and defecated before arriving. A surcharge will be levied for dogs that defecate in the pool as we may need to close the pool for thorough cleaning. We also reserve the right to charge for following cancelled clients' appointments due to the closure of the pool.
- It is the responsibility of the owner to 'poop-a-scoop' after their dog on and around the premises. There is a 'poop bin' outside by the front door.
- Owners are reminded that a swimming session represents a good workout and it would be wise to adjust the dog's normal exercise to accommodate this as some dogs may be quite tired after their session.
- Owners must inform us of any injury or conditions that get worse.
- Owners are advised to wear sensible non-slip shoes as the floor can become very wet during sessions.
- For the safety of your dog, dogs must be kept on a lead and under control when attending the centre as there are other businesses and vehicles using the area.
- There are no facilities for children, please telephone beforehand.
- We will not be held responsible for any loss or damage to property whilst on the premises, this includes vehicles.
- We reserve the right to take video recording or photographs during the session. Please let us know if this isn't acceptable to you.
- We reserve the right to cancel any appointment due to 'Health and Safety' requirements, such as when a previous dog has fouled in the pool.
- We reserve the right to refuse treatment to any dog at any time.