



# Terms & Conditions

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

1. Owners are ultimately responsible for their dogs whilst on site. In the interests of our neighbours and other patients of Doggy Dips, we ask owners to ensure their dog is kept on a lead at all times.
2. All treatment courses, including those to be part of an insurance claim, must be paid for either at time of the swim or in advance as part of a treatment package. We ask that no requests are made for credit or concession as our fees are fixed and refusal may offend.
3. Discounts on treatment packages cannot be backdated.
4. Where a block of treatments has been purchased and a request for reimbursement of unused swims has been made, the refund shall be calculated by dividing the amount paid (after discounts) by 10 and then multiplying it by the number of swims left unused (net of any cancellation penalties that may have been applied).
5. Swim sessions will be charged in full if an appointment is missed or cancelled without 24 hours notice. If owners arrive more than ten minutes late for a scheduled appointment, we will not be able to swim the dog unless there is a free appointment immediately following. If this is not possible it will be classed as a missed appointment and charged in full.
6. Dogs will not be swum without the prior authorisation of a registered veterinary surgeon. This is a part of our NARCH code of conduct and so we ask that no request is made to adjust this rule in any circumstances, as refusal may offend.
7. Owners understand that by registering with Doggy Dips, they give permission for Doggy Dips to obtain and discuss details of their dog's medical history with Veterinary surgeons, nurses, physiotherapists or any other complementary therapists.
8. Dogs with infectious or contagious conditions, such as ear, eye or skin infections, will not be allowed to swim. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions will apply.
9. Bitches in season will not be able to attend sessions until their season has finished.
10. Doggy Dips will require sight of the dog's vaccination certificate prior to their first swim. In the absence of this, we will require the owner to sign a disclaimer to indemnify Doggy Dips against any claim for injury, damage or loss occasioned as a direct result of the lack of immunisation.
11. Owners are required to notify Doggy Dips if, during a course of treatment, the dog's condition or injury worsens, or if the veterinary surgeon advises that the treatment is to be stopped or suspended.
12. Doggy Dips reserves the right to refuse treatment to any dog.
13. Owners are requested not to bring dogs other than those who are going to swim to Doggy Dips.

**Doggy Dips Hydrotherapy Ltd,**

Unit 1 • Kidby's Yard • 28 Kennylands Road • Sonning Common • RG4 9JT

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14. Owners are requested not to feed their dogs for at least 2 hours before swimming and to ensure the dog has done its ablutions before arriving. Whilst we accept that 'accidents' do happen in the pool, particularly as we are dealing with old and infirm patients, we do reserve the right to levy a surcharge of £25 if we feel that the reason for the 'accident' is due to the lack of opportunity for the dog to toilet before swimming. We also recommend that no food is given for at least an hour after swimming.
15. When not in the pool, all dogs must be kept under control and on a lead, accept in cases where the dog is unable to walk unassisted.
16. It is the owner's responsibility to clear up after their dogs whilst on the premises and the surrounding environment in the event of an 'accident' occurring. Poo bags are available to purchase on site.
17. Doggy Dips cannot be held responsible for any loss or damage to vehicles or personal property, however occasioned, whilst on the premises. Nor can they be held responsible for any loss or injury to any person or animal, howsoever occasioned, whilst on company premises.
18. Doggy Dips is not the ideal environment for young children. Should it be necessary for owners to bring children, in the interests of health & safety and the well-being of others dogs on site who may be unwell, they must remain with the accompanying adult at all times whilst on the premises.
19. Doggy Dips reserves the right to take video footage and photographs during sessions that may later be used in marketing material.
20. When visiting Doggy Dips, all persons are advised to wear sensible shoes with slip-resistant soles if possible. The floor in the pool, showers and surrounding areas can become very wet and may become slippery.
21. Please ensure your dog is as clean as possible before entering Doggy Dips. If your dog is deemed too dirty to enter the pool, you will be asked to shower your dog using our on-site shower, prior to swimming. This would reduce the amount of time your dog has in the pool.
22. Visitors are required to obey instructions given by staff and observe the 'one-way' system within the building.

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