

## DOGS AT DONYATT TERMS AND CONDITIONS

Please read all this important information carefully.



### RISKS

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

Health and Safety is of utmost importance to **Dogs at Donyatt**, you will be made aware of all safety requirements at your initial session and it is your responsibility to ensure that all instructions are followed. Anyone not observing Health and Safety requirements will be asked to leave the premises.

### GENERAL TERMS AND EXCLUSIONS OF TREATMENT

Dogs will not be treated without completion of a signed veterinary referral form.

All dogs must have up to date vaccination certificates which must be presented before commencement of treatment.

Dogs should not be fed for at least 3 hours before attending for treatment and at least 1 hour after treatment.

Dogs with infectious or contagious conditions, e.g. ear, eye or skin infections, kennel cough etc. will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice if possible until the condition is clear. Normal cancellation conditions will apply.

Bitches in season will not be able to be treated until their season has finished.

It is important that any change in your dog's condition, medication, surgical procedures or veterinary advice affecting your dog are notified to **Dogs at Donyatt** immediately, as any of these changes could affect the type and duration of treatment. You should also notify **Dogs at Donyatt** if your dog receives treatment elsewhere, such as physiotherapy, chiropractic, TTouch or massage.

All courses of treatment, including those to be part of an insurance claim, must be paid for in advance. Individual sessions must be paid for on the day of treatment.

**Dogs at Donyatt** reserves the right to refuse treatment to any dog.

### HEALTH AND SAFETY – DOGS

Owners should ensure that their dog has been toileted before arrival for treatment. A surcharge of £25 will be made for dogs that defecate in the pool, as the pool has to be shut down and thoroughly cleaned before it can be used again.

All dogs must be kept under control whilst on the premises and must be on a lead unless a member of staff tells you it is safe to release them. Please ask for assistance if you are unable to control your dog or if he/she is unable to walk unaided. Please respect other dog's space at all times as not all dogs are friendly towards other dogs.

It is the owner's responsibility to clean up after their dog and dispose of poop in the bin provided. Please ask for a bag or help – we do not mind.

### HEALTH AND SAFETY – PEOPLE

You may be asked to walk/participate in exercising your dog during treatments, there may be hazards which include other dogs and people present and it is possible that you may slip or fall. You should wear suitable non-slip footwear and appropriate clothing. Please inform **Dogs at Donyatt** before the treatment session if you are unable or unwilling to participate.

If you are accompanied by children you are responsible for their safety and behaviour whilst they are on the premises and they should remain seated at all times whilst in the treatment area. You are also responsible for the safety of any other people who accompany you to **Dogs at Donyatt** and who may not be aware of the risks and hazards on the premises.

Still photography is permitted, however the use of video is forbidden whilst on site. The treatment of the dogs is of paramount importance and if taking photographs please be considerate of the hydrotherapist's requirements.

### APPOINTMENTS

Late arrivals - your dog or dogs will be required to leave the pool area on time to enable the next client's appointment to start punctually however the full charge will apply.

Missed appointments - the full charge will apply.

Cancellation - we require a minimum of 24 hours notice otherwise the full charge will apply.

**PLEASE ALSO NOTE: Dogs at Donyatt** cannot be held responsible for any loss or damage to any vehicle or personal property whilst on the premises.