**Terms & Conditions**

* Whilst all reasonable precautions are taken; hydrotherapy sessions are undertaken entirely at the owner's risk.
* Top Dog shall not be held responsible for any loss or damage to personal belongings or property of visitors to the centre.
* When entering/leaving the centre please ensure your dog is kept on a lead.
* **We politely ask you to wait in your car till it is your session time or walk round to the right side of the building to the reception area and not outside the side door.**
* Session fees are payable on the day or in advance by block paying.
* Dogs may not be treated without a completed Veterinary Referral Form.
* Owners are requested not to feed their dog for TWO hours prior to treatment and wait ONE hour post treatment.
* Dogs should be as clean as reasonably possible, and we ask owners to try to remove any excessive loose fur otherwise session time may be reduced as washing your dog may need to take longer. **We may turn your dog away if your dog is too dirty as this will affect our water management.**
* Try to ensure the dog has been to the toilet (moved his/her bowels) prior to treatment. If an accident happens in the water, we may have to charge you due to cancellation off further clients.
* It is the owner responsibility to collect any waste matter produced by their dog, either in the hydrotherapy centre or associated grounds. There is a bin located in the small grass part to the right of the building.
* Bitches in season will not be permitted to have hydrotherapy sessions due to risk of infection. They can return to hydrotherapy a week after last spotting is seen.
* Dogs with contagious conditions, ear, eye, skin infections or open/weeping sores or wounds will not be able to have sessions until this has been resolved or healed.
* Owners are required to notify Top Dog if during a course of treatment, if the dogs condition worsens or the veterinary surgeon has advised that the course of hydrotherapy is to be changed, suspended, or stopped.
* Top Dog reserve the right to use photographic still and/or video footage taken during the dogs' sessions and associated activities.
* Owners are advised to wear appropriate clothing & footwear whilst accompanying their dog to hydrotherapy sessions and to take extreme care whilst in the centre.
* We advise customer to remove muddy shoes before entering the building and change to some cleaner shoes to help with management of water and cleanliness of the centre.
* All refunds will be issued by the same method as the original payment.
* All personal data is stored electronically on the SHARC computer system and a paper file in a locked filing cabinet.

**Cancellations Policy and Late Arrivals :** Any hydrotherapy session that is cancelled with less than 24hours notice will be charged full price.

* **Up to 10 minutes late to the session** this will be started however this will be a reduced duration than normal to ensure we are still punctual for the next client. **Over 15 minutes late the next client** potentially may be started, and you may be charged for the full session unless you can fill another free slot in the week.

**Disclaimer** : Owners, accompanying others and dogs use the facilities at their own risk. We cannot therefore take responsibility of any injury suffered by owners using the hydrotherapy centre and its grounds.

* I confirm that I am the owner of this dog, and I consent to treatment. I have read understood and accept these terms and conditions.
* I agree to Top Dog Hydrotherapy contacting me in the future about services and appointments.
* I understand I can opt out of further contact at any time.

**Owners Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Telephone:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Dogs Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_