



*We want you and your dog's visit to House of Hydro to be an enjoyable one. To ensure our centre creates a safe environment, we ask that you please read through our Terms and Conditions carefully. By bringing your dog for sessions at our centre you are agreeing to adhere to them – this applies to our car park and external areas as well as the hydrotherapy centre itself, which incorporates the swimming pool and treatment room.*

*If you have any questions that need clarifying please ask us and we'll be happy to go through them.*

## **Terms and Conditions**

### **Health and Safety – Humans**

It has been explained to me that I may be asked to walk/run/participate in exercise/therapy to motivate my dog and I understand there are trip/slip hazards including other people and dogs present. I have been advised that I should wear suitable non-slip footwear. I will inform House of Hydro if I am unable/unwilling to participate. I will also inform House of Hydro if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. I understand that I am responsible for my children's safety and behaviour whilst they are on the premises and that they should remain seated in the swimming pool area. My children will remain under my close supervision at all times and in all areas of the hydrotherapy centre. I understand that I am responsible for the safety of people/visitors accompanying me whilst at House of Hydro as they may not be familiar with procedures and hazards that I have been made aware of.

- House of Hydro cannot be held responsible for any loss or injury to any person or animal, howsoever caused, whilst on the premises.
- House of Hydro cannot be held responsible for any loss or damage to vehicle or personal property, howsoever caused, whilst on the premises.

### **Health and Safety – Dogs**

- Dogs will not be treated without the prior authorisation of their veterinary surgeon.
- Dogs with infectious or contagious conditions, such as ear, eye or skin infections, gastric upset kennel cough etc. will not be treated. Owners are advised to cancel all appointments with **at least 24hrs notice**, until the condition is clear.
- Always have a collar and lead/or harness on your dog. Dogs without a collar and lead/or harness pose a serious health and safety risk to members of staff, other clients and their dogs.
- Please keep your dog on a lead at all times until a member of staff tells you that it is safe to release your dog. If you are not strong enough or have problems controlling your dog, please ask a member of staff to help.
- Always check with us before bringing your dog into the centre – 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 House of Hydro of any changes to medication, any surgical procedures or changes in veterinary advice affecting my dog. I understand that any of these changes may affect the type and duration of treatment. I will inform House of Hydro if my dog is receiving treatment elsewhere eg. physiotherapy, chiropractor, massage treatment, T Touch practitioner etc. I will inform House of Hydro immediately if my dog contracts any infectious or contagious disease eg. Kennel cough, worms, fleas etc or comes into season. Bitches in season **MUST** stay away from the centre as their scent drives other dogs to distraction and those dogs treatment sessions cannot take place safely.

### **Discussion of Risk**

Whilst every care is taken to ensure the safety of the dogs undergoing treatment, all dogs receive hydrotherapy treatment entirely at their owner's risk and we reserve the right to refuse treatment to any dog that we feel would not benefit from hydrotherapy treatment.

Physical exercise together with the pressure of water in the chest and abdomen can add more stress to your dog's 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 you dog has a diagnosed or undiagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

If your dog has come into the UK from another country, House of Hydro will require a Brucella/Infectious disease test to be carried out by a UK vet .

A negative test result will be needed to enable us to treat your dog.

### Cleanliness

- If your dog poops – please clean up and dispose of in the bin in the car park. Ask if you require a poo bag or help – we do not mind as accidents can happen with elderly, young, disabled dogs etc. Please try to ensure they are toileted before arriving. Do not use the public footpath next to House of Hydro to toilet your dog as this is unpleasant and unhealthy for our neighbours, other people and wild and domestic animals.
- If your dog poops in the pool a Surcharge of **£55** (to cover the cost of draining and cleaning the pool) + any other client fees for the rest of that day as these will need to be cancelled and the pool drained. It is advised that all dogs are toileted before they arrive at House of Hydro.

### Appointments

- We reserve the right to cancel any session ie. due to power failure, maintenance, or illness. We will notify you by your preferred contact method in the event of any cancellation, giving you as much notice as possible.
- Individual sessions must be paid for in full on the day of treatment.
- Session fees will be charged in full if an appointment is broken or cancelled without 24hrs notice. You may notify us by telephone or email, please give a reason.
- Missed appointments – the full charge will apply.
- Block bookings of 10 can be purchased at any time and must be fully utilised within 6mths from the date of purchase. Any sessions not utilised will automatically be void.
- Under no circumstances are block bookings to be transferred between clients and no refunds will be given unless authorised by the owner of House of Hydro due to exceptional circumstances.
- **Late Arrivals**
- Up to 15 mins late – We will start to swim but your dog(s) will be required to leave the pool areas to enable the next client's appointments to start punctually.
- Over 15 mins late – Dependent on if there is another client after you, we will let that clients dog swim and try and fit you in when there is an available space that same day. This will not always be possible.  
**In either case the full charge will apply.**

We reserve the right to use video footage and photographic stills taken during sessions. If you would prefer not to have videos/photographs used for any reason please speak to us prior to signing.

### Declaration:

I hereby give permission for my dog to receive treatment at House of Hydro. I have given all relevant medical and behavioural history to House of Hydro and I believe this information to be correct. I give permission for House of Hydro to exchange information with my veterinary practice about my dog's condition and/or behaviour. I will not bring any dog to House of Hydro which has contracted or been knowingly exposed to any infectious or contagious disease. I agree to abide by all Terms and Conditions, which have been explained and discussed with me.

<b>Signature of staff member</b>	
<b>Signature of owner of dog</b>	
<b>Relationship to dog (if not owner)</b>	
<b>Date</b>	

UPDATED Addendum to Terms & Conditions 1st February 2022

**COVID-19 PANDEMIC**

We have received an update from our governing body NARCH (14.05.2021) regarding the re-opening of Hydrotherapy Centre’s. As a result, we have implemented strict bio security and social distancing measures, to ensure the safety of our staff, clients and public.

A Risk Assessment has been carried out and our new protocol is as follows –

**Centres Appointment Safety Protocol**

- All clients from a household where there is a case or symptoms of Covid-19, or who is self-isolating, should **NOT** attend the centre. Late cancellation will not incur a charge.
- **No** clients will be allowed in to the centre, clients must remain outside in their car, we are more than happy to treat dogs without the owner being present.
- One person may hand the dog over.
- Staff will be wearing facemasks and gloves as PPE. Please ensure your dog has been exposed to this kind of appearance.
- Dog’s collar and lead/harness must be removed by owner and a centre slip lead will be placed on your dog by a member of staff. Temporary fencing has been installed at the front of the centre to safe guard your dog from straying.
- **No** clients are to enter the centre without the hydrotherapist’s consent. Your dog will be handed back to you at a safe distance when the treatment has finished.
- Please respect Social Distancing at ALL times.
- Owners will need to dry their dogs in their cars and put on their dog’s own towelling robe off site, away from the centre to avoid remaining parked, thus preserving the “one client at a time” concept and social distancing.
- We accept contactless payments.
- We accept payment by bank transfer details are -

House f Hydro Ltd  
 Sort Code 20-05-73  
 Account No. 63855384

I agree to the above changes in the Terms & Conditions and the Centre’s Appointment Safety Protocols. I accept that it is my decision and responsibility to make what could be classified as “non-essential travel” to attend a hydrotherapy appointment for the welfare of my dog.

<b>Signature of staff member</b>	
<b>Signature of owner of dog</b>	
<b>Relationship to dog (if not owner)</b>	
<b>Date</b>	