

SPANGLEBERRY

HYDROTHERAPY REFERRAL CENTRE

BERRY LANE, WORPLESDON, GUILDFORD, SURREY, GU3 3QG ...01483 232330

The Purpose of this document is to be clear about the terms and conditions the Hydrotherapy Centre works under. All pet owners must agree to these conditions before any treatment may be undertaken.

1. Spangleberry reserves the right to refuse treatment to any dog at any time without giving a reason.
2. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of all equipment and water quality, all dogs receive Hydrotherapy treatment entirely at their owner's own risk. Spangleberry cannot be held liable how-so-ever any incident occurs. This condition applies both to animals and humans whilst on the premises. Entering the Hydropool buildings constitutes agreement with this policy.
3. The Hydropool building is a WET environment. Every care has been taken to minimise accidents by the use of specialised commercial non-slip floor covering and entrance mats. Owners must be responsible for their own safety and wear appropriate shoes and clothing. Owners enter entirely at their own risk. If you are uncertain please remain outside the Hydropool building.
4. Hydrotherapy sessions are not a spectator sport. Please limit family and friends to two people per session. If dogs are distracted at the wrong moment, unnecessary injuries can occur.
5. All dogs undergoing treatment must be vaccinated and up to date, certificates may be required to be produced.
6. All dogs for swimming must receive written approval from a Qualified Veterinarian before being allowed to do so. This should be periodically re-confirmed if extended treatment or fun swimming is undertaken.
7. Owners are responsible for informing Spangleberry staff if it is known that their dog is unwell or unfit to receive hydrotherapy treatment.
8. A full session charge will be made if 24 hours notice of any cancellation is not given.
9. Dogs with infectious or contagious conditions such as ear, eye or skin complaints will not be swum. Owners are advised to cancel sessions with 24 hour notice, until the condition is clear. Normal cancellation conditions apply.
10. All dogs intending to swim must be presented clean. All dogs will receive a rinse before entering the pool as part of our pool water quality procedures. Washing down of swampy or muddy dogs will attract a surcharge of £10.
11. Do not feed your dog on the morning of a treatment session. Take them for a walk as normal. Empty bowels and bladders are essential prior to a swim. Accidents in the pool can shut the pool for 24 hours. Dogs with loose motions should especially not swim. Please advise a staff member if you are unsure.
12. Hydrotherapy can be a high stress treatment and is not suitable for all dogs. It is imperative that owners observe their dogs closely between sessions. Owners are required to notify Spangleberry of any perceived deteriorations or if your vet advises that treatment should be stopped or suspended.
13. Spangleberry reserves the right to use any video or still photographs taken during sessions or on the premises.
14. When not undergoing treatment, owners are responsible for their dogs and must keep them on the lead and under control at all times.
15. Owners are expected to clear up after their dogs whilst in the treatment area and the immediate vicinity. Dog mess on shoes is just as bad as a fresh one.
16. Spangleberry cannot be held responsible for any loss or damage to vehicles or personal property however it is caused.
17. Bitches in season must be swum at the end of sessions. Please advise us if your bitch is in season.