

Terms and Conditions

Health and safety – Owners

It has been explained to me that I may be asked to participate in exercises/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 Beacroft Referrals if I am unable/unwilling to participate. I will also inform Beacroft Referrals 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 while 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 centre.

I understand that I am responsible for the safety of people/visitors accompanying me whilst at Beacroft Referrals as they may not be familiar with procedures and hazards that I have been made aware of.

Health and safety – dogs

Always have a collar and/or a harness on your dog. Dogs without collars pose a serious health and safety risk to member of staff, other clients and their dogs.

Keep your dog on a lead at all times until a member of staff tells you that it is safe to release your dog/s. If you are not strong enough or have problems controlling your dog, please ask a member of staff for help.

Always check with us before bringing your dog into the reception – our 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.

Staff members are under strict orders regarding collars and leads on dogs – please listen to them. These rules are for everyone's safety and comfort.

Clients who have been warned and continue to ignore staff instructions to check before entering reception and/or control their dog(s) will not be allowed to continue using our facilities.

Change of Circumstances

I will inform Beacroft Referrals 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 Beacroft Referrals if my dog is receiving treatment elsewhere, e.g. physiotherapist, chiropractor, massage treatment, etc.

I will inform Beacroft Referrals immediately if my dog contracts any infections or contagious disease (e.g. kennel cough).

Discussion of risks

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

Cleanliness

If your dog defecates please clean up and dispose of the mess. Ask if you need a bag or help – we do not mind as accidents can happen with elderly, young or disabled dogs.

Please keep your dog on its lead at all times within the Business Park.

A surcharge of £60.00 will be charged to any client, whose dog defecates in the pool.

Late arrivals

Up to 10 minutes late

- we will start the swim but your dog(s) will be required to leave the pool area to enable the next clients appointments to start punctually.

Over 15 minutes late

- we may let the next client start their dog(s) swimming and try to fit you in at the end of their appointment. This will not always be possible.

In either case the full charge will apply.

Missed appointments

The full charge will apply.

Cancellations

We require a minimum of 24 hours working day notice otherwise the full charge will apply. You may notify us by telephone or e-mail.

General

You must not feed your dog for at least 2 hours prior to their hydrotherapy session and up to 1 hour after their session.

Individual sessions must be paid for in full on the day of the treatment prior to the session.

We reserve the right to cancel any sessions i.e. maintenance or illness of staff.

We can refuse the right to swim any dog as we see fit.

Dogs with infectious or contagious conditions will not be treated. Please cancel your appointment with at least 24 hours notice, or until their condition improves.

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

The length of the swim initially will vary from only a few minutes to 30 minutes depending on your dogs condition.

We cannot be held liable for damage or loss to vehicles or personal property, whilst on company premises.

Whilst every care is taken of the dogs treatment, all dogs receiving hydrotherapy treatment is at their owner's risk.

Declaration:

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

Date:

Signature of member of staff:

Print name:

Signature of owner/agent of dog:

Print name:
