



*Snowy's Canine Therapy Centre Limited*

*The Stables*

*Tilden Chapel Lane*

*Smarden*

*Kent*

*TN27 8QN*

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## TERMS AND CONDITIONS

On your first visit to Snowy's Canine Therapy Centre, you will be asked to sign a copy of these terms and conditions. We will hold a copy of these on our records, please ask if you would like a copy for your own files.

- ❖ Snowy's Canine Therapy centre, suggest that you arrive 10 minutes before your treatment time. If you arrive up to 10 minutes late for your treatment, we will start your session but it will have to finish on time. If you are over 10 minutes late, we will try and fit your session in, but this will be dependent on the further treatments planned for that day. In either case the full session charge will still apply
- ❖ The length of the initial swim may vary from only a few minutes to 20 minutes, this will depend on your dog's condition and fitness. Future treatment times may also vary, and will be assessed accordingly by the therapist at the time of treatment
- ❖ Whilst every care is taken to ensure the safety of the dogs undergoing treatment, whether this is Hydrotherapy in the pool or treadmill, Myotherapy, LASER Therapy or Physical Muscular Development, do so entirely at their owners risk
- ❖ Health and Safety whilst visiting Snowy's Canine Therapy Centre is very important. During your initial visit with us, you will be made aware of all the safety requirements and shown the appropriate emergency procedures. Please also read the current COVID-19 Method Statement. Please endeavour to be aware that it is the handler's responsibility to ensure the instructions given are followed, this is for your safety as well as others and the dog
- ❖ Dog's will not be treated without prior authorisation from your veterinary surgeon, this applies to all the therapies available at Snowy's Canine Therapy Centre
- ❖ All dogs must have a current up to date vaccination certificate.
- ❖ Please note that Hydrotherapy, which is a physical exercise that involves the pressure of water on the chest and abdomen, can put stress on your dog's respiratory functions. Therefore, if your dog has an undiagnosed cardiac or respiratory condition your dog could be at risk. Additionally, if your dog has any other forms of undiagnosed conditions, such as, a spinal condition, these conditions could be worsened by hydrotherapy
- ❖ Please keep us informed of any changes to medication and ensure that we are fully aware your appointment time does not clash with the time of medication. Please do not alter any medications without your veterinary surgeons advice
- ❖ Owners are required to notify, Snowy's Canine Therapy Centre if during a course of treatment, the dog's injury or condition gets worse, or if the veterinary surgeon has advised that treatment is to be stopped or suspended
- ❖ Dogs with infection or contagious conditions, such as ear, eye, or skin infections, gastric upset, kennel cough, including bitches in season should NOT attend their therapy session. If you are in any doubt of the health of your dog, please contact the centre with at least 24hrs notice. Normal cancellation conditions will apply if sufficient notice is not given
- ❖ Any type of flea treatment should not be applied on the day or the day before your dog's therapy treatment
- ❖ When visiting Snowy's Canine Therapy Centre, you are advised to wear clean non-slip shoes and sensible clothing as the pool area can become very slippery and wet during your dog's swimming session. Please refer to COVID -19 Method Statement
- ❖ All therapy treatments must be paid in full, prior to the session commencing. This is either individually or for the block discount sessions. This includes those forming part of an insurance claim
- ❖ If a session is cancelled or an appointment is broken with less than 24hrs notice, the full treatment fee will be charged. If a block booking of more than two dogs is made a 50% deposit will be requested on booking

- ❖ Snowy's Canine Therapy Centre, cannot be held responsible for any loss or injury to any person or animal, however this occurs, whilst on the company premises. Additionally the centre cannot be held responsible for any loss or damage to vehicles or personal property whilst on the centres premises
- ❖ Snowy's Canine Therapy Centre is a Non-Smoking premises and is not permitted on sight.
- ❖ Snowy's Canine Therapy Centre reserve the right to cancel any session; due to unforeseen circumstances such as; a dog defecating in the pool, power failure, maintenance or illness. Please ensure the centre has an up to date contact number, preferably a mobile or a telephone number that can be used in case of emergencies
- ❖ Please ensure that your dog has toileted before attending its treatment. There is a paddock available, please only use the designate paddock for your dog, as the other areas are private property. If you are unsure and your dog is looking uncomfortable, please remember - poo bags!!! It is the owner's responsibility whilst at the centres premises and its surrounding areas to clean up after their dog. A surcharge of £30 will be made for dogs that defecates in the pool – as we may have to close the pool in order to clean and drain it, which may cause us to cancel further treatments for that day
- ❖ Please ensure that your dog is clean and not muddy when they come for their treatment. Your dog will be showered before and after treatment and dried. We reserve the right to refuse hydrotherapy treatment if your dog is excessively dirty
- ❖ When your dog is not undergoing treatment it must be kept on a lead at all times, however, if the dog that has arrived for treatment is unable to walk without assistance a lead and collar may not be necessary therefore this condition would be waived.
- ❖ The above condition applies to the pool room and areas around the centre, the only exception is in the exercise paddock, where dogs are allowed to run free but must be under control at all times. PLEASE REFER TO COVID – 19 METHOD STATEMENT. Please be aware that it is the owner's responsibility and NOT Snowy's Canine Therapy Centre Ltd if the dog is off the lead in the exercise paddock. This also applies if there are other dogs in the paddock at the same time. It is the owner's responsibility to take due care and attention to the situation.
- ❖ Please be aware that some dogs in an around the centre may have difficulty in their mobility, therefore please keep dog's under control at ALL times.
- ❖ Please only bring the dog that is being treated with you. Please do not leave any dog unattended in a parked car
- ❖ In the interest of Health and Safety, please where possible avoid bringing young children with you.
- ❖ At Snowy's Canine Therapy Centre we have good safe parking, if you require assistance with your dog, please come to reception and we will be able to help you
- ❖ Snowy's Canine Therapy Centre reserve the right to refuse treatment to any dog
- ❖ Snowy's Canine Therapy Centre reserves the right to use video footage and photographs taken during the sessions. If you wish to use any photographic equipment please notify us before the start of the session

### **Some Important Reminders**

- ❖ Please ensure your dog has NOT been fed for at least 2 hours before the start of the session
- ❖ Do not feed your dog for a least 2 hour after their treatment
- ❖ Please encourage your dog to drink after the treatment
- ❖ Allow your dog to evacuate both bowels and bladder before and after treatment
- ❖ Allow your dog to rest and sleep
- ❖ If you have a long journey in the car, please make your dog as comfortable as possible, perhaps have a comfy bed, as post treatment the dog can feel quite cold – even on a warm day
- ❖ Then after a couple of hours of rest give your dog a short walk but restrict this to gentle lead exercise
- ❖ Be considerate to your dog's treatment and if necessary gentle lead exercise for a few days afterwards may be required

\_\_\_\_\_  
Signature of Owner/Handler Full Name

\_\_\_\_\_  
Print Owner/Handler Full Name

\_\_\_\_\_  
Date

*Jackie Dyson*  
Jackie Dyson, Dip HSA, RCH  
Snowy's Canine Therapy Centre