**Terms and Conditions**

* Whilst every effort is made to ensure a safe swimming environment for your animal, they are swum at the owner’s risk
* Animals will not be swum unless a referral form has been filled out and signed by your veterinary surgeon.
* You MUST inform us if your dog has a history of biting, is reactive, or unsociable when booking. This does not preclude you from coming, it is simply to ensure the safety of staff and customers and the correct handling of your dog while you are with us.
* Please ensure your pet has not eat for at least three hours prior to/after your appointment
* Please ensure your pet has had the chance to urinate and defecate before swimming
* We also ask that you give them a quick brush to remove any loose hair, this aids in keeping the pool clear for the following sessions.
* It is the owner’s responsibility to clean up after their pet whilst on the premises
* Defecation in the pool results in all sessions for the day being cancelled, therefore there is a charge of £50.00
* Dogs must be kept on a lead
* Bitches in season or pets with flea and worms, or infections (ear, eyes) will not be allowed to swim
* Please do not walk your dog on hydrotherapy days, this way we can safely provide treatment without causing conflict with normal activity.
* If you pet has diarrhoea and/or is vomiting they will not be allowed to swim
* Animals with infectious conditions (e.g., Kennel cough) or open wounds will not be allowed to swim
* Owners are required to notify Doggy Paddle Norwich if the patient’s injury or condition worsens or if the veterinary surgeon advises that treatment must be stopped
* All session fees must be paid for on the day (this includes insurance claims)
* Doggy Paddle Norwich will charge a full session fee for late arrivals
* We require at least 24-hour notice for cancellations. Cancellations can be made up to 24 hours before the session with full refund. Cancellations made up to 12 hours before the session will be subject to a 50% refund and those made after this will be charged at the full rate.
* Doggy Paddle Norwich reserves the right to refuse to swim any animal at the centre
* Owners are advised to wear suitable footwear (non-slip shoes) whilst in the premises due to wet floors
* Doggy Paddle Norwich will not be held responsible for any personal injury incurred whilst at the centre
* Doggy Paddle Norwich will not be help responsible for any loss or damage of any personal belonging (including cars) whilst at the centre
* Doggy Paddle Norwich reserve the right to use any photographic or video material taken at the centre

By signing this declaration, I am confirming that I am the oner to the pet named below and give Doggy Paddle Norwich permission to begin treatment in the form of hydrotherapy. I have provided Doggy Paddle Norwich with all the relevant medical and behavioural history and believe all information provided to be correct. I allow Doggy Paddle Norwich to confer with my vet and any other professional working for the benefit of my pet’s health. I have read and understood the Terms and Conditions above.

**Owner’s Name:**

**Pet’s Name:**

**Signed:**

**Date:**