

Buxton K9 Hydrotherapy

Please read all this important safety information – its applies to external areas and the swimming pool area.

Health & Safety – Humans

It's been explained to me that I've been asked to walk/run/ participate in exercise / therapy to motivate my dog and I understand that there are slip / trip hazards including other people & dogs present.

I have been advised I should wear non slip footwear & waterproof clothing.

I will inform Buxton K9 Hydrotherapy if I'm unable/unwilling to participate.

I will also inform Buxton K9 Hydrotherapy if I have any disability or medical condition that limits my ability to participate or put me at a greater risk of injury, prior to the appointments.

I understand that I am responsible for my children's safety & behaviour while they are on the premises & should remain seated whilst on our premises.

My children will remain under my close supervision at all times & in all areas around the centre.

I am responsible for the safety of people / visitors that accompany me whilst at Hydro Paws as they may not be away for hazards or procedures that I have been made aware of.

Health & Safety – Dogs

- Always have a collar & or harness on your dog.
- Dog without collars pose a serious health & safety risk to members of staff, other clients & their dogs.
- Keep your dog on a lead at all times until a member of staff tell you it is ok 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 dogs in into the centre – your dog may be good with other dogs but not all dogs are. Please remember we have injured dogs on the premises who could feel threatened or be hurt by normal friendly behaviour.

We follow strict rules regarding collars & leads on dogs – Please abide by these.

These rule are for everyone's safety. Clients who have been warned but continue to ignore the rules will not be able to continue to use our facilities.

Veterinary referral form

I agree that in order for treatment to commence that veterinary referral form must be completed by my vet & received by Buxton K9 Hydrotherapy prior to the session.

I also agree to provide a copy of my vaccination history.

Change or circumstances

I will inform Buxton K9 Hydrotherapy of any change of medication, any surgical procedures or changes in veterinary advice affecting my dog. I understand that any of these changes may affect the type & duration of the treatment. I will inform Buxton K9 Hydrotherapy if my dog is receiving treatment elsewhere e.g. Physiotherapist, Chiropractor, massage treatment, or any other relating treatments. I will inform Buxton K9 Hydrotherapy immediately if my dog contracts any infectious or contagious diseases. (e.g. Kennel cough)

Discussion of risks

Physical exercise together with the pressure of water on the chest & abdomen can put more pressure on their heart & lungs. If there is an undiagnosed heart or respiratory condition your pet could be at risk. Whilst all due care will be taken, if your pet has an undiagnosed spinal condition, there is a possibility their condition can be worsened by Hydrotherapy.

Cleanliness

If your dog goes to the toilet in the general areas, please clean-up and dispose of it in the bin before entering the premises. Ask if you need a poo bag. We do not mind as accidents can happen. A surcharge of £60 will be charged to any client, who's dog defecates in the pool / treadmill as subsequent sessions will need to be cancelled, to allow for treatment, cleaning & heating of the water.

General

- You must not feed your pet for 2 hours' prior the hydrotherapy session & up to one hour after.
- Individual sessions must be paid in full on the day, prior to the session.
- We only allow one pet into the Hydrotherapy pool at any one time for medical swims.
- We reserve the right to postpone any sessions due to maintenance issues or staff illness.
- We reserve the right to refuse to swim any dog we don't see fit to swim.
- Dogs with infections / contagious conditions will not be treated.
- Please cancel your appointment with at least 24 hours' notice.
- Bitches in season will not be able to have treatment until the season is finished.
- The length of the swim will last from only a few minutes to 30 minutes depending on your dog's condition / treatment requirements.
- Whilst every care is taken during a dog's treatment, all dogs receiving Hydrotherapy treatment is at their owner's risk.
- We reserve the right to use any photographs or video footage taken.

Appointments

Late arrivals – you may be required to rearrange your appointment if there is not sufficient time to carry out a full treatment session before the next client arrives.

A Full charge will apply.

Missed appointments – A £25 charge will apply.

Cancellations – We will require a minimum of 24 hours' notice, unless in exceptional circumstances, otherwise the full charge will apply.

You may notify us via telephone or email.

Disclaimer

Hydrotherapy is not an alternative to veterinary care, we will not diagnose or prescribe for any condition and we will always get consent from your vet prior to treating your animal. We will have access to an on call veterinary surgery in case of emergencies & are fully insured.

Declaration

I Hereby give permission for my pet to receive treatment at Buxton K9 Hydrotherapy. I have given all relevant medical & behavioural history to Buxton K9 Hydrotherapy and believe information given to be correct. I give permission for Buxton K9 Hydrotherapy to exchange information with my veterinary practice about my pet's condition / behaviour. I will not bring any pet to Buxton K9 Hydrotherapy who has contracted or been knowingly exposed to contagious disease.

I agree to abide by all terms and conditions that have been explained and discussed by a member of the Buxton K9 Hydrotherapy team.

Patients name.....

Clients name

Clients signature

Therapists signature

Date /...../.....