



HOUSE OF HOUND

HYDROTHERAPY

TERMS AND CONDITIONS

House of Hound Hydrotherapy makes a pledge to all clients that we strive to offer a professional, caring and welcoming service. We request you to read the terms and conditions below prior to your first appointment.

1. Any animal who is undergoing Hydrotherapy, Physiotherapy or Laser Therapy at House of Hound must have a valid, signed and dated veterinary referral form.
2. Only after this process is complete can you arrange your initial appointment with our hydrotherapist or physiotherapist.
3. Payment is due in full, 72 hours prior to the date of the booked appointment. This includes those to be part of any insurance claim. We encourage clients to utilise the convenient online payment link provided in the booking email. For those who prefer to pay at the session, we kindly ask you to pay ahead for the following appointment. Receipts are provided and payment methods include a card machine which can take all major debit cards.
4. Cancelled or re-arranged appointments require a minimum of 48 working hours notice.
5. For any cancelled appointments or non-attendance outside this period, the session fee will be charged in full - sessions to be cancelled via phone or email (not social media as this is not often checked). Self cancellation via the booking email is not available.
6. House of Hound Hydrotherapy will make every effort to contact owners if an appointment needs to be changed or cancelled, but do not accept liability for any losses or damage.
7. House of Hound reserves the right to no longer work with clients who regularly breach policy number 4.

8. Late arrival for your session may mean your dog may not be able to swim or partake in a full session.
9. Sessions will still be charged in full regardless of reason – including client sickness, animal sickness, travel issues, or bitch in season.
10. Any animal that has an infectious or contagious condition (including ear, eye or skin) will not be allowed to use the facilities. This is for the health and safety of all clients and animals that use the centre. We request you inform us and reschedule your appointment as soon as you are aware of this. The cancellation policy applies.
11. If your bitch comes into season, you are required to inform us as she will be unable to attend any booked sessions until her season is fully over. The cancellation policy applies as above.
12. We request that you do not feed your dog for 3 hours prior to a booked hydrotherapy appointment. You will be guided by our hydrotherapist with advice for post session food and exercise – however a rule of 2 hours is advised.
13. Around our centre we have space to exercise and toilet your dogs, please leave adequate time for this on arrival prior to your booked session. We remind you that all dog owners are responsible for their own dog's foul around the vicinity. Please clear up after your dog and dispose accordingly. Prior to entry to the centre there is a bin, where properly wrapped poo bags can be placed inside.
14. If the pool or water treadmill is fouled, an additional fee of £50 will be charged due to extra cleaning and possible pool or treadmill closure.
15. Parking facilities are available within a close proximity for free. House of Hound Hydrotherapy accepts no liability for any damage, theft or loss and cars are left at owner's own risk.
16. We request that you keep your dog on a collar and lead at all times both in and around the centre, this includes the car park area. This is for the health and safety of all using the centre and any other business nearby. Whilst we accept your dog may be well trained, we accept no liability for injury or accident which could occur on entry or exit to the centre in absence of this rule.
17. All visitors are requested to wear clean, sensible footwear, especially in the wet room where wet floors are inevitable. Please be mindful, you may get wet.
18. Please ensure your dog is well groomed. In order for us to keep our water at safe levels we request that your dog attends for sessions as clean as possible. Whilst we acknowledge that this is harder in winter months (due to mud) this will help us to limit our down time of pool closure. If we have to add additional chemicals to the water this can prevent our availability to offer appointments. We reserve the right to not swim any dog that is excessively dirty.

19. Owners are required to notify House of Hound Hydrotherapy during any course of treatment if the dog's injury or condition worsens or if a veterinary surgeon advises that the treatment should be stopped or suspended.

20. Children must be kept under close supervision of an accompanying adult at all times whilst on the premises in the interests of health and safety.

21. Only dogs who are eligible can access the offers. Clients who are claiming on insurance policies are not eligible for the Golden Oldies rate as this is subsidised for clients who attend regularly and whose dogs are not on an active insurance policy, or whereby the policy has reached its maximum.

22. No insurance paperwork will be completed in relation to the Golden Oldies clients.

23. No abuse directed at any staff member will be tolerated. Staff at House of Hound Hydrotherapy will always put the well-being of your dog first, above any 'session time' purchased. Therefore, any session will only run in accordance with the safety and health of both dog and therapist. Any session which is not able to run due to the dog's safety/health remains payment owed in full.

24. Any block booking is non-transferable and must be used within 7 months of payment. In the event of the death of a dog - this block booking cannot be transferred to another dog.

25. On attendance to the centre, please keep your dog away from all other dogs entering or leaving the centre. They can often have pain/discomfort or reactivity present which is not obvious.