



# HOUSE OF HOUND

## Terms and Conditions

1. Any animal who is undergoing hydrotherapy, physiotherapy or laser therapy at House of Hound must have a valid, signed and dated veterinary form.
2. Only after this process is complete can you arrange your initial appointment with our team.
3. To secure any appointment, we require a valid payment card to be held on file. By booking with House of Hound, you authorise us to:
  - securely store your card details, and
  - **charge the applicable fee automatically** in the event of:
    - i. late cancellation (less than 72 hours' notice), or
    - ii. non-attendance / missed appointment, or
    - iii. At a client's request, we may use the card held on file to take payment for appointments, services, or products to make the process easier for them.
      - By providing card details and requesting this service, the client authorises House of Hound
      - to process the agreed payment without needing further consent at the time of the transaction.
      - This authorisation applies only to payments the client has requested or approved in advance.

This authorisation allows us to process the relevant charge **without requiring further consent at the time of the transaction.**

No payment will be taken unless one of the above conditions applies. All card information is stored and processed in accordance with current data protection and payment security standards.

4. 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.

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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. We do not accept AMEX or PayPal payments

5. **Cancelled** or re-arranged appointments require a minimum of 72 hours' notice.
6. 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 and any attempts to do this will not be seen by staff.
7. 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.
8. House of Hound reserves the right to no longer work with clients who regularly breach policy number 4.
9. Late arrival for your session may mean your dog may not be able to have their session. The discretion is down to the therapist on the day. Late arrival falls under policy 4 – and is still charged at the session rate.
- 9 Sessions will still be charged in full regardless of the reason for cancellation under 72 hours. This includes:
  - Client sickness - Animal sickness
  - Travel issues or traffic on route
  - Bitch in season
  - Any issue or complaint which would prevent safe treatment discovered at the appointment Unfortunately we are unable to back fill the slot, so this is unavoidable.
- 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

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reschedule your appointment as soon as you are aware of this. The cancellation policy applies.

- 11 If your dog has sickness and/or diarrhoea, we will request they are clear of the above for a minimum of 48 hours prior to attending any appointment.
- 12 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.
- 13 We request that you do not feed your animal 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.
- 14 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.
- 15 If the pool or underwater treadmill is fouled, an additional fee of £100 will be charged due to extra cleaning and possible equipment closure.
- 16 **Parking** facilities are available on site. If these are in use when you arrive, please park at the bottom of Jagger Lane (by Yorkshire Lawns) on Dalton Bank Road, which is currently closed off. Parking is available on the pavement side of the road. This is free. - Please be considerate of others when parking in our car park. - House of Hound Hydrotherapy accepts no liability for any damage, theft or loss and cars are left at owner's own risk.
- 17 We request that you always keep your dog on a collar and lead 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.
- 18 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 and floors may be slippery, so please take care. - Do not enter the ramp area of the pool, unless specifically requested to.

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- 19 Please ensure your dog is well groomed, which includes brushing longer coats. - In order for us to keep our water at safe levels we request that your animal 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 must add additional chemicals to the water this can prevent our availability to offer appointments. - We reserve the right to swim any animal that is excessively dirty.
- 20 Owners are required to notify House of Hound Hydrotherapy during any course of treatment if the injury or condition worsens
- or if a veterinary surgeon advises that the treatment should be stopped or suspended.
  - Please note, the 72-hour rule **does not** apply to clients who provide veterinary notes following consultation, as evidence of change in health circumstances.
- 21 Children must be always kept under close supervision of an accompanying adult whilst on the premises in the interests of health and safety.
- 22 Clients who are claiming on insurance policies are requested to review the 'How to Claim' guidance.
- 23 Please keep copies of your session invoices. Additional copies are chargeable for admin time. All copies are sent electronically. If for any reason you have not received your receipt, please notify us straight away via email and this will be issued to you.
- 24 We will refuse to work with anyone who demonstrates any form of abuse towards either other clients or staff member.
- Staff at House of Hound Hydrotherapy will always put the well-being of your animal first.
  - Treatments or sessions are based on individual need and ability and not based on 'session time' purchased. Therefore, any session will only run in accordance with the safety and health of both animal and therapist.
  - Any session which cannot run due to animal safety/health remains payment owed in full.
- 25 Any block booking is non-transferable and must be used within 7 months of payment. In the event of the death of an animal - this block booking cannot be transferred to another dog.

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- 26 On attendance to the centre, please keep your dog away from all other animals entering or leaving the centre. They can often have pain/discomfort or reactivity present which is not obvious.
- 27 When you arrive, please park up safely.
- Please do not get your dog out of your car until instructed
  - We may have other dogs present who could be dog reactive
  - Please wait to be instructed on when to get your dog out
- 28 Session start times are generally accurate, however please note, these can sometimes be delayed due to circumstances out of our control, so please be aware that there might be a slight wait on your arrival
- 29 Dogs will be assessed individually, please do not be offended if you are requested to muzzle your dog or assist, if necessary, with the handling. This is to keep all parties, including your dog both comfortable and safe.
- 30 CCTV is in operation within the premises
- 31 Photography, Videography and Social Media Use By booking and attending a session at House of Hound Hydrotherapy, clients acknowledge and agree that photographs and video footage may be captured during their dog's appointment. These may be used by House of Hound Hydrotherapy for promotional, educational, or marketing purposes, including (but not limited to) social media, the official website, printed materials, email communications, and internal training resources.
- 32 Clients who do **not** wish for their dog to be photographed or filmed must inform us in **writing** prior to their session by emailing [office@houseofhoundhydrotherapy.co.uk](mailto:office@houseofhoundhydrotherapy.co.uk)
- 33 Unless otherwise requested, your dog's name may be used in conjunction with any images. Clients may also request that content not be captured during sensitive procedures such as physiotherapy or gait analysis. Consent remains valid unless formally withdrawn.

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