



Terms & Conditions

- ✚ A veterinary referral form must be signed by your veterinary surgeon/ veterinary clinic before your pet is allowed to swim.
- ✚ Please do not feed your pet for at least 2 hours before and after each session.
- ✚ Please make sure that your pet has toileted before it's session. Defecation in the pool means that sessions will be cancelled while the water is treated, therefore a penalty of \$150 will be charged.
- ✚ It is the owner's responsibility to clean up after their pet while on the premises. Poo bags are available if needed.
- ✚ We cannot swim your dog if- It is a female in heat, has an open wound, has suffered from vomiting & diarrhea in the last 48 hours, or if your dog has a contagious condition such as kennel cough. Please call us to re-schedule your session.
- ✚ Owners must advise Puddle Paws Hydrotherapy if the dog's condition has worsened or if the veterinary surgeon/clinic has advised you to stop treatment.
- ✚ All packages must be paid in full on the first day of sessions. All individual sessions must be paid on the day the session is done.
- ✚ The full session fee will be charged for late arrivals, we will endeavour to swim your pet as usual, but the session will finish at the appointed time, to allow for the next dog's swim to start on time.
- ✚ Cancellations- We require 24 hours notice for cancellation, otherwise you may be charged the full fee.
- ✚ Puddle Paws Hydrotherapy reserves the right to change or cancel appointments when and if necessary (i.e. Power failure, maintenance, illness, etc).
- ✚ Puddle Paws Hydrotherapy reserves the right to refuse to swim any animal at the centre.
- ✚ Dogs must be always kept on a lead and under control, until the hydrotherapist advises it is safe to release them.

- ✚ Owners & animals make use of the pool entirely at their own risk. Puddle Paws Hydrotherapy do not accept responsibility for an injury or animal while using the hydrotherapy pool/treadmill. We also accept no responsibility for loss or damage of personal belongings while on the premises.
- ✚ Puddle Paws Hydrotherapy reserves the right to use any photographic or video material taken at the centre.
- ✚ The welfare and safety of your pet is our main priority, therefore a qualified hydrotherapist will be in the pool with them at all times.
- ✚ Initially, your pet will only be in the water for a very short period. This is for safety and recovery assessment. The effort required in water is a lot more than on land. Their length of time will increase, as they grow stronger.
- ✚ We will towel dry your dog on exiting the pool, but it is a good idea to bring your own towels for the drive home.
- ✚ If it is cold, please bring a coat for your dog to help keep their muscles warm.
- ✚ Please contact before a session if there has been any change in your pet's health since their last session. This will allow us to contact your vet to discuss any issues.
- ✚ If your pet requires any emergency medication for a condition such as epilepsy, please make sure that you bring it with you.
- ✚ Please wear suitable non-slip clean footwear, as the floor may be wet around the pool area.
- ✚ Flea treatments must not be given on the day or the day before your pet's swim.
- ✚ Puddle Paws Hydrotherapy is not responsible/liable if the dog has a reaction (rash, reddening & itchy skin, etc) to the chemicals in the hydrotherapy pool/treadmill.

By signing below, it confirms that you understand and agree to the Terms & Conditions set by
Puddle Paws Hydrotherapy.

Owner's Signature: _____ Date: _____