

Dear Client,

Thank you for choosing Tudor Hydrotherapy Centre for your pet's hydrotherapy treatment. This letter confirms the basis of your contractual relationship with Tudor Hydrotherapy Centre in relation to your pet's treatment and we kindly ask that you read through the contents carefully and then sign and date the bottom of the form.

TERMS OF BUSINESS

1. All animals treated by Tudor Hydrotherapy Centre must have an appropriate **veterinary referral** prior to the commencement of treatment.
2. Your pet will not be treated unless we have first had sight of up to date **vaccination records**.

Disclaimer for unvaccinated animals:

I confirm I have been advised that due to the level of patients undergoing treatment at Tudor Hydrotherapy Centre, my unvaccinated dog is at risk particularly from Parvo Virus, Leptospirosis, Distemper and Hepatitis/adeno virus. I accept that whilst every effort is made to maintain good hygiene Tudor Hydrotherapy Centre cannot be held responsible if for any reason my dog contracts any such virus or disease.

Signed..... Date.....
Owner of.....

3. Clients are requested **not to feed their pet at least 2 hours prior** to their treatment session and at least 2 hours after the appointment.
4. Clients should ensure that their pet has been given the **opportunity to go to the toilet** immediately before the hydrotherapy session.
5. All pets will be towel dried after their hydrotherapy session. We strongly recommend clients **keep their pets warm on the journey home** and whilst at home until their pet is thoroughly dry. We strongly suggest that in cold weather clients bring a coat, pet robe or blanket for their pet to travel home in. These can be purchased at the centre and made to measure.
6. Pets must always be **kept on lead or in a suitable carrier** (apart from when being handled by one of our therapists) whilst on Tudor Hydrotherapy Centre premises and grounds.
7. Clients are requested to wear **suitable clothing and non-slip shoes** when within the Tudor Hydrotherapy Centre.
8. Payment for all services is required at time of treatment. Current charges are £65.00 for the initial consultation session and £43.00 for follow up treatment sessions. Tudor Hydrotherapy Centre appreciates that on occasion appointments may need to be cancelled. Please see cancellation policy as detailed below (8a). Tudor Hydrotherapy Centre will make all reasonable efforts to contact owners if an appointment needs to be changed or cancelled but will not accept liability for any losses or damage.

8a. Cancellation Policy Effective as of 01/11/2021

Our goal is to provide quality care and compassion for your pets in a timely manner.

No-shows, late arrivals and cancellations inconvenience not only us but other pets and customers who need this therapy for their recovery. We understand that sometimes, unexpected delays can occur, making schedule adjustments necessary. Please be aware of our policy regarding missed appointments:

- a. When you book an appointment, you are holding a space in our calendar that is then no longer available to other pets and owners. In order to be respectful to your fellow pet owners and Therapist, please call the Hydrotherapy Centre as soon as you know you will not be able to attend your appointment.
 - b. The first time you miss or cancel an appointment, we will make a note on your file. Any following missed sessions will **incur a fee**.
 - c. If cancellation is necessary, we require that you contact us at least **24hrs in advance**. Our appointments are in high demand, and this will allow another pet to access our care and treatment.
 - d. Any cancellation or reschedule made **less than 24hrs** will result in a cancellation fee, equal to **50% of the session price**, regardless of any savings/loyalty schemes.
 - e. If you are more than 20mins late for an appointment, we may not be able to properly accommodate your pet's therapy. In this case the same cancellation fee will apply.
 - f. Payment will be due at the beginning of your next booked session before we can continue to treat your pet. Or a BACS transfer prior to your next appointment.
 - g. In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied to a future booking.
 - h. If you fail to show up for a booked appointment and do not let us know you are unable to attend, the **FULL AMOUNT** of the session fee will be charged. Payable prior to any further treatment.
 - i. Any appointments cancelled relating to isolation/infection with COVID-19 we would gratefully request proof of a positive test or request to isolate.
9. Many insurance companies will reimburse the cost of hydrotherapy and veterinary physiotherapy, but you are advised to **check your policy before booking** an appointment. All services must be paid for at the time of treatment and costs will be claimed back to the policy holder, unless a prior agreed direct claim has been organised. In which case payment of the **policy excess will be due** on your first appointment.
10. Late arrivals: clients arriving within 15 minutes of their appointment time will be able to attend their session, but the session may be shortened in order to facilitate completing the session before the next client. Clients **arriving later than within 15 minutes** of their appointment time

may not be able to attend their session and a cancellation fee equal to 100% of the treatment fee will apply.

11. Pets with **infectious or contagious conditions** (including eye, ear, or skin infections, vomiting, diarrhoea, kennel cough) will **not be allowed attend** their session. Please inform us as soon as your pet is unwell and allow 24 hours' notice when cancelling an appointment. Normal cancellation conditions apply.
12. **Bitches in season will not be able to attend** sessions until their season has finished. Normal cancellation conditions apply.
13. Clients are required to inform us as soon as possible if your pet is **prescribed a new medication**, exhibits any unusual signs of **lameness**, there is **worsening** in their symptoms, a change in their **behaviour** or develop any **new medical conditions**.
14. Clients are required to **inform us immediately if their pet's injury/condition worsens** or if their treating **veterinary surgeon has advised stopping/suspending** rehabilitation.
15. We reserve the right to **use video footage and photographs taken during sessions for our social media and website**. Please do ask the Hydrotherapist for consent before taking any of your own photos. If you **DO NOT** want your pet's picture or video to appear on our website/Facebook page, please tick this box
16. Tudor Hydrotherapy Centre reserves the **right to refuse to provide treatment to any animal if it deems it inappropriate or unsafe to do so**. In such circumstances, you will be charged a reduced fee of £25.00. We reserve the right to contact your pet's treating veterinary surgeon with any concerns regarding their treatment, progress or wellbeing.
17. Tudor Hydrotherapy Centre **cannot accept any responsibility for any loss or damage to personal belongings** in the Tudor Hydrotherapy Centre, grounds, or parking areas.

PET NAME:.....

CLIENT NAME (PLEASE PRINT):

CLIENT SIGNATURE:.....

DATE:

Ways to get in touch

- Phone: 0114 442 0137
- Phone, Text or WhatsApp: 07973846079
- Email: enquiries@tudorhydrotherapy.com
- Facebook Message: Tudor Hydrotherapy Centre
- Instagram Message: @tudorhydrotherapy