



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.
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. Clients must 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.
6. All pets must be kept on lead or in a suitable carrier at all times (apart from when being handled by one of our therapists) whilst on Tudor Hydrotherapy Centre premises and grounds.
7. Clients are requested to wear non-slip shoes when within the Tudor Hydrotherapy Centre.
8. Payment for all services is required at time of treatment. Current charges are £50.00 for the initial consultation session and £40.00 for follow up treatment sessions. Tudor Hydrotherapy Centre appreciates that on occasion appointments may need to be cancelled. Provided that 24 hours' notice is given by the client we will not charge a cancellation fee. Where 24 hours notice is not given full payment for the session will apply. 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.
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 a receipted invoice will be provided for you to submit to your insurers for reimbursement.
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

will 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 Facebook page or website. If you DO NOT want your pet's picture or video to appear on our website/Facebook page please tick this box
16. Clients are not permitted to take photos and video footage during treatments, if video is required please ask and we will share our footage with you.
17. 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.
18. 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: .....