**Terms of Service**

By confirming your appointment, you are agreeing to our Terms of Service stated below:

1. Treatment fees are payable at each session in cash or by bank transfer.
2. Appointments can be changed or cancelled free of charge up to 48 hours before your appointment. A 25% charge will apply to cancellations with less than 48 hours’ notice unless there is a medical reason for cancellation, a 50% charge is applicable to missed appointments.
3. You will be provided with a Veterinary Clinical Record Release Consent Form for you to sign and a Clinical History form for your Veterinary Surgeon. This must be completed and signed by your Veterinary Surgeon before any hydrotherapy may begin.
4. Records including your contact information, details about your animal and a record of treatment need to be maintained by SG Veterinary Physiotherapy. Information is securely stored and is not shared with any third parties. A brief overview of treatment will be provided to your veterinary surgeon to maintain an accurate veterinary record of your animal. If you require your records to be shared with anyone else, please make this request in writing.
5. Many insurance companies will reimburse costs for hydrotherapy and veterinary physiotherapy; however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments.
6. We reserve the right to cancel any appointment due to power outage, maintenance or illness.
7. Appointment sessions last 30 minutes in total; including assessment, washing / rinsing and the hydro-session combined.
8. Pets must be clean, brushed and toileted prior to their sessions. If necessary dogs will be washed beforehand and a charge of £10 applies..You must clean up any accidents in or around our centre. A surcharge of £50 will be applied if your pet fouls in the pool. This will contribute towards the cost of draining and cleaning the equipment as we will have to cancel any further appointments that day. Puppies must be toilet trained before visiting our centre.
9. Dogs should be up to date with their vaccinations and boosters; proof of this is requested at your dog’s 1st swim and annually thereafter. We can discuss treatment options for any dog that cannot be vaccinated for medical reasons. Dogs which have received a titre test are also accepted. I can discuss individual reason why a dog is not vaccinated and decisions will be made on an individual basis.
10. Puppy swims can be carried out after their first vaccinations have been completed.
11. Routine flea and worm treatments are expected to have been carried out.
12. You are required to notify us if your pet’s condition worsens or if your vet advises to pause or stop treatment. This includes any new conditions and applies to all types of swimming sessions.
13. We reserve the right to refuse treatment to pets with a contagious condition including, but not limited to, ear, eye & skin infections, gastric upset, kennel cough, hookworm and fleas.
14. For their safety, dogs must be kept on leads and under control at all times whilst at our centre when not undergoing treatment.
15. Our policy is that we only allow one dog in the pool at any one time.
16. For insurance reasons, only trained and qualified hydrotherapists are allowed in the pool and pool area.
17. We reserve the right to refuse treatment to any pet we feel would endanger the therapist through nervous aggression.
18. Our facilities are used at your own risk. SG Veterinary Physiotherapy cannot be held responsible for any injury, loss or damage to any person, pet or possession including vehicles.
19. Whilst every care is taken during treatments, pets do so entirely at their own risk.
20. To avoid sickness and/or potential health concerns, leave at least 3 hours before and 2 hours after your pet’s hydrotherapy appointment without giving them food. Drinking water is fine throughout. We may offer your pet a small healthy treat as a reward after their treatment/swim, please let us know when you arrive if this is not suitable for your pet.
21. We have a pet shower, and we request you bring a towel to dry your pet off, and recommend a pet coat that your pet can travel home in.
22. We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our centre. If you would prefer not to have photographs/video taken of your pet for any reason, please notify us when you arrive for your appointment.