

**Blossoms Animal Hydrotherapy**  
**Terms and Conditions – Updated 2022**



1. All dogs using the pool for treatment and/or fun swims, do so entirely at their **owner's risk**.
2. To minimise risk, **dogs must always be kept on a lead**, unless safely in the pool area once all doors are closed. Please be aware that not all dogs are friendly, and some may be reactive to other dogs, especially if they are injured and receiving treatment.
3. Block booking sessions are valid for **1 year** after purchase. No refunds will be given for expired sessions.
4. Late cancellations within **24 hours** will be charged at 50%. Missed appointments with no prior contact will be charged at 100% or a block booking session will be forfeited.
5. All dogs must be seen by a vet prior to starting hydrotherapy to ensure the dog is suitable to swim. Vet referrals are required for every dog participating. It is the **owner's responsibility** to receive veterinary confirmation/bring a vet referral.
6. Dogs will **not be admitted** with contagious or infectious conditions, therefore will not be allowed to use the facilities with any eye, ear, skin or gastric conditions. Bitches in season may not use the facilities until their season is over.
7. Work experience students/volunteers may be in the pool and take part in providing treatment under the **supervision** of the hydrotherapist.
8. Dogs must be as **clean as possible** when arriving for a session.
9. Owners are requested **not to feed their dog for at least three hours before** attending a session, and to try their very best to ensure dogs have been toileted. **A cleaning charge of £75** may be requested if your dog soils the pool as there is a high possibility that we will need to close the pool to clean it.
10. We reserve the right to use **video recordings or photographs** during sessions.
11. Customers are reminded that they **enter the pool area at their own risk**. Due to hydrotherapy involving water, **sensible footwear and clothing** should be worn as there is an increased slip hazard around the pool area.
12. We reserve the right to **refuse treatment to any dog** at any time, or to muzzle any dogs that show aggression in order to continue the session safely.
13. **Owners accept responsibility** for loss or damage to personal property or vehicles whilst on our premises.
14. Shower and Drying facilities are provided **free of charge**.
15. Owners swim their dog **entirely at their own risk** during non-assisted sessions. We advise the use of the buoyancy aids provided, and please ensure dogs use the ramp at all times.
16. The Hydrotherapist's decision is **final**.

Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_