

INFORMATION FOR YOUR HYDROTHERAPY VISIT

Thank you for booking our hydrotherapy services for your dog. We are looking forward to meeting you. To make your visit relaxed and comfortable, we have provided you below with some things to consider before, during and after your visit.

Before you arrive:

- Please ensure your dog has had a gap of at least 2 hours since his/her last meal.
- If your dog is Diabetic or on long term medication for other conditions, please follow advice from your vet regarding the best time of day to attend for hydrotherapy.
- We don't expect your dog to be perfectly groomed, however muddy dogs will require showering and washing before being permitted into the treadmill. This may incur extra cost and time.
- Your dog will leave us damp. You may wish to bring a drying coat. Don't worry if you forget, we do have a limited range that you can purchase.
- Please wear suitable shoes such as trainers/crocs etc... as the floor does get wet. We have taken the best precautions we can with our non-slip flooring, but please take extra care, plus you may not wish to spoil good shoes.
- If your dog has allergies to certain foods, please bring suitable treats to encourage your dog during treatment.

Once you are with us:

- Please always keep your dog/s on a lead.
- Please arrive in time to allow your dog to spend a penny/poop. Use a grassy area and kindly pick up after your dog.
- Please KNOCK ON THE DOOR AND WAIT TO BE GREETED. We may be treating a nervous or aggressive dog and want to keep everyone safe.
- In the unlikely event of an emergency, we will refer to our Emergency Vet- Pauline Sell. Any cost incurred will be covered by yourselves.

What will happen during your visit:

You and your dog/s will be welcomed. We will ask some questions about your dog's health and current exercise. Your dog will be assessed, introduced to, and fitted with, one of our harnesses. They will be gradually introduced to the treadmill equipment. Your dog's treatment plan will be discussed with you, and feel free to ask questions. At no time will your dog be forced to do anything he/she is not comfortable with. This may mean that you are asked to participate in your dog's treatment by encouraging your dog forward on the treadmill or by holding the harness to help him/her have the best experience. It may take a few sessions before your dog acclimatises, don't worry, this is normal.

!! Please be aware that during assessment, we may find something that requires further investigation by your vet. We will advise you if this is the case and inform your vet as well. We will also send a follow up report to your vet periodically to let them know how your dog is progressing.

After your visit:

You may find your dog is very tired and sleeps for quite a while. They may also be a little stiff the next day or two also. Again, this is normal, it's a real workout exercising against the resistance of water and takes time to build up fitness, just like when we go to the gym or a new fitness class for the first time! You will be advised to keep exercise light for the next 24 hours. If, however you are concerned, please call us straight away or seek your vet's advice.

CANCELLATION POLICY

We understand that sometimes things go wrong, and you may need to cancel or rearrange your appointment. That's fine, just give us as much notice as possible (please note that 24 hours or less may incur a charge).

GPDR Policy

We look after your information safely. All our notes are electronic, and password protected. Only authorised staff of Pet Therapy Rooms may have access to your information, only for the purpose of providing treatment. Periodically we are required to provide your veterinarian with updates of how your pet is progressing, this is the only time your information is shared. This is a requirement under the terms and conditions of our Governing Bodies.

Occasionally we may request that we use your dog's information as a case study for the purpose of training and development. Your personal details (name, address, contact details) will NOT be used/made public.

Social Media Policy

While you are with us, we may ask permission to take and publish photos or video footage of you dog. We use these for a variety of reasons including social media and case studies for training and development. You are free to take photos and videos of your dog while you are with us publish on your social media. However, we ask you to please make sure they do not include other customers or their dogs.

Thank you for choosing Pet Therapy Rooms. Looking after your dog means a lot to us. We would appreciate your feedback, please tell us how you feel, email us, or talk to us, alternatively leave a review on Google, Facebook, or Instagram.



