

Terms of service

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

- I. We require a completed 'Veterinary Referral Form'. According to The Veterinary Surgeons (Exemptions) Order 2015, an animal therapist/hydrotherapist can only treat animals by veterinary referral.
- II. By booking a PainTrace appointment you are consenting to our therapist or vet; clipping the hair, cleaning the area with alcohol wipes, applying and removing skin tac glue and sensors. It is your responsibility to notify the therapist or vet if this cannot occur.
- III. Whilst every care is taken during treatments, all dogs undergoing pain clinic/PainTrace, physiotherapy and hydrotherapy do so entirely at their owner's risk.
- IV. Our therapists reserve the right to offer treatment for your dog as they see fit and will choose the most suitable methods/techniques during physiotherapy and hydrotherapy. Whilst we understand that owners may have opinions and preferences on treatments used, we ask you respect our therapists and that their decision is final.
- V. All owners are to wear non-slip footwear and take extreme caution on the premises. Owners should treat the premises as a 'pool side' environment. We are not responsible for any injury incurred whilst on the premises.
- VI. **All dogs must be fully vaccinated.** If your dog is **NOT** vaccinated, then you must make our therapists aware on the first treatment. By signing the consent form you will be agreeing to the following statement: 'I confirm I have been advised that due to the level of patients undergoing treatment at this therapy centre, my unvaccinated dog is at risk particularly from Parvovirus, Leptospirosis, Distemper and Hepatitis/adeno virus. I accept that whilst every effort is made to maintain good hygiene this centre cannot be held responsible if for any reason my dog contracts any such virus or disease. I the owner, give my consent for my dog to start treatment with immediate effect.
- VII. **Do not feed your dog for at least 4 hours prior to the appointment and 1 hour following for hydrotherapy ONLY.**
- VIII. **Please make sure your dog has toileted before their treatment especially for hydrotherapy, and that you clear up after your dog on this premises.**

- IX. **Please do not complete vigorous exercise before or after your appointment.** Your dog may also require reduced exercise the day after your treatment and please monitor your dog in this time.
- X. For any dog that defecates in the pool or underwater treadmill, the session will be stopped, and owners will be charged for that session and every session after theirs that we have. Due to having cancel appointments and close the facility to deep clean, up to the total of £300.
- XI. Your dog CANNOT complete hydrotherapy if:
- a. They have open wound[s] and or infections.
 - b. They have any advanced cardiac or respiratory illness.
 - c. They have uncontrolled epilepsy
 - d. They have incontinence, diarrhoea, or vomiting.
 - e. They display high levels of stress during the treatment.
 - f. They have any contagious skin conditions.
 - g. They are muddy or excessively shedding.
 - h. They are extremely aggressive or have any severe behavioural issues (all efforts will be made to swim your dog however; in extreme cases It may be too dangerous and the safety of our therapists is priority).
 - i. If they have had a spot-on treatment in the past 7 days.
 - j. Your dog is in season and actively bleeding
- XII. **Please notify the therapist if your dog is in season before their appointment,** as the appointment will have to be re-arranged. We do not swim dogs who are actively bleeding due to risk of infection. For physiotherapy we like to put dogs in season to the end of the day, so it does not disrupt the other dogs coming to the centre.
- XIII. Treatment fees are payable at each session in cash or by card payment.
- i. Block booking payment of 10 sessions is non-refundable so please evaluate the commitment to this scheme before payment.
- XIV. Many insurance companies will reimburse costs for veterinary physiotherapy/hydrotherapy and pain clinic appointments; 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.
- XV. **A full 24-hour (excluding bank holidays and weekends) cancellation notice is required,** or you are liable to pay the full treatment price. Missed appointments must be paid in full.
- i. Adverse weather conditions – a full 24-hour cancellation notice is still required, or you are liable to pay the full treatment price.

- XVI. We reserve the right to cancel or reschedule any appointment with no notice however, every effort will be made to provide notice where possible.
- XVII. You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.
- XVIII. We reserve the right to refuse treatment or to refer the animal back to the vets if the veterinary physiotherapist/hydrotherapist deems it necessary.
- XIX. We reserve the right to refuse treatment to any pet we feel would endanger the therapist through nervous aggression.
- XX. 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.
- XXI. We comply by the Data Protection Act 2018 regarding holding and using your data. Data will only be shared with your veterinarian and other paraprofessionals with your consent.
- XXII. Office hours are from 8.30am-4.30pm Monday-Friday excluding public/bank holidays. Any communication through emails, texts or phone calls will be within these hours.

For more information, please visit:

www.fpatc.co.uk