**WATER WALKIES TERMS AND CONDITIONS**

**Please read this important safety information – applicable for entire premises including the outside and parking areas.**

We have CCTV cameras in the carpark and our treadmill area. We retain video footage for our records.

**INFECTION CONTROL and VACCINATIONS**

* I will inform Water Walkies Hydrotherapy IMMEDIATELY if my dog contracts any infectious or contagious disease (e.g., kennel cough).
* I will not bring ANY dog to Water Walkies Hydrotherapy which has contracted or been knowingly exposed to any infectious or contagious disease.
* You must inform us if your dog has been vaccinated – particularly with KENNEL COUGH vaccine as this is normally given as LIVE VACCINE and your dog should not mix with others for 3 DAYS. Please understand we have vulnerable dogs attending Water Walkies Hydrotherapy, particularly those who are geriatric or juvenile.
* Spot flea and tick treatments can contaminate out water and also may be ineffective if a dog swims. So please leave 4 DAYS after application before attending an appointment.

**HEALTH AND SAFETY – DOGS and HUMANS**

If there is an undiagnosed condition including but not limited to cardiac, respiratory or spinal conditions, your dog could be at risk. Whilst all due care will be taken, if your dog has a diagnosed or undiagnosed condition, there is a possibility their condition could be worsened by hydrotherapy.

Always have a collar and/or harness on your dog. Dogs without collars or a means of restraint pose a serious health and safety risk to members of staff, other clients and their dogs.

Keep your dog on a lead at all times until a member of staff tells you that it is safe to release or hand over to a member of staff. If you are not strong enough or have problems controlling your dog, please ask a member of staff for help.

**Always check with us before bringing your dog into reception** – your dog might be wonderful with other dogs but not all dogs are. Please remember we have injured dogs on the premises that can feel threatened or could be hurt by normal friendly behaviour.

Please do not reach out or touch other dogs on the premises without permission from the owner. Doing so be aware you are at risk of bite.

Please be conscious of traffic moving in the complex and have control of your dog to avoid accidents.

**TOILETING OF YOUR DOG PRIOR TO SESSION**

**It is essential that you do not feed your dog 3 hours before your booked appointment**.

***Please take your dog to the driveway garden for toileting before entering the centre.***

**Waste bags** are located at our counter. This is essential to ensure there are no toileting accidents in our pool or treadmill. An accident will result in the need of shutting down our pool/treadmill and the cancellation of all clients for the rest of the day to hygienically clean. This results in loss of income and the inconvenience for any clients booked in after you. Please be aware we reserve the right to charge a $100 cleaning fee on top of your session fee.

**APPOINTMENTS**

**Late Arrivals**

Up to 10 minutes late – we will start the session or appointment, but your dog will be required to leave the pool area or treadmill area to enable the next clients’ appointments to start punctually.

Over 10 minutes late – we may try to fit you in for part of the hydrotherapy session or in the next appointment slot, but this will not always be possible.

**In all cases the full charge will apply.**

**Cancellations and No-shows**

If you need to reschedule, or cancel an appointment, we ask that you *notify us as soon as possible* **and no later than 24hrs** before your scheduled appointment.

No Shows and cancellations outside our terms will incur the ***full charge of the session billed to you.***

We understand there may be emergency situations and we will work with you, but not on a continued basis. Please be respectful of our time as we are a “by appointment” business, and another client could have taken your appointment if we had known earlier.

Clients who cancel with late notice or fail to show on two occasions will then be ***required to pay upfront*** at time of booking for their next appointment.

**AFTER SESSION WASH OFF**

At the end of the session, you are welcome to use our dog wash area and shampoo to dry off your companion with our complementary extensive range of Shampoos and Conditioners.  A heated dryer is available for use.

We ask that you ***please bring a towel*** and leave the shower in a tidy fashion as we may not be able to clean between clients if we are busy with bookings back-to-back.

If you require us to assist with washing, we will need to exit the pool or treadmill before the end of the session to ensure the next client’s appointment is on schedule.

**SOCIAL MEDIA**

Water Walkies will occasionally take pictures and videos of pets during their sessions. We do so to advertise our business and appreciate your pet! If you do **NOT** want any photos of your pets to be posted to social media you will have the option to opt out when signing the waiver.

**DECLARATION AND ASSUMPTION OF RISK**

I hereby give permission for my dog to receive treatment at Water Walkies Hydrotherapy. I have given all relevant medical and behavioural history to Water Walkies and believe the information given to be correct. I give permission for Water Walkies Hydrotherapy to exchange information with any veterinary professionals involved in my dog’s care and this may include condition, behaviour and treatment.

I agree to abide by all the Terms and Conditions which have been explained and discussed with me. I am aware of the inherent risks of injury, including without limitation risks due to dog bites or slips on wet flooring. The undersigned acknowledges that he or she has carefully read this agreement. I am aware of the risks and hazards inherent upon entering the hydrotherapy centre. I voluntarily assume all such risks, loss, damages, or injury that may be sustained by entering the centre. By signing this Assumption of Risk and using the facilities, I hereby fully and forever release and discharge Water Walkies and its volunteers, employees and agents from any claims, demands, damages, rights of action or causes of action present or future, whether the same be known or unknown, anticipated or unanticipated, resulting from or arising out of my use or intended use of the facilities.

Client’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Patient’s name/s: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_