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## FREQUENTLY ASKED QUESTIONS & IMPORTANT INFORMATION

### FAQS

#### When might massage NOT be suitable for my dog?

- If your dog is lame and has not been seen by a vet
- If your dog has open wounds
- If your dog is in shock or suffering from exhaustion or dehydration
- If your dog has a fever or virus
- If your dog has diarrhoea or vomiting
- If your dog is pregnant
- If your dog has cancer
- If your dog has a skin infection
- If your dog is an uncontrolled epileptic
- If your dog has a skin condition
- If your dog has severe bruising or inflammation
- If your dog is withing 2 weeks of vaccines
- If your dog has had recent surgery/neutering depending on veterinary advice

#### What if my dog won't stay still to be massaged?

Most dogs will move around during a massage session, and this is perfectly normal. It would be counterproductive to force your dog to stay still as this would inevitably prevent your dog from relaxing and increase stress and tension both physically and mentally. Allowing your dog choice and freedom to move away builds trust, massage must be consensual for it to be beneficial. Generally, dogs quickly become accustomed to the feeling of massage and will lie down as we work on the parasympathetic nervous system (rest and digest) working to calm the body.

#### What happens after an appointment?

You will be given written instructions to help your dog get the full benefit from their session. A report will be sent to your dog's vet to ensure there is good communication with the veterinary team.

#### Is massage therapy covered by my pet insurance?

Many insurance policies now include cover for complimentary therapies. Please contact your own insurer prior to your appointment to find out if the cost of sessions will be covered.

#### Why do I need a Veterinary referral?

Canine Massage therapists must work according to the Veterinary Surgeons Act 1966 and Exemptions Order 2015. Owners must always consult their Veterinary Surgeon before seeking massage treatment for their dog. Healthy dogs do not always require a vet referral for massage; however, all dogs must be registered with a vet and veterinary consent for massage given. If any underlying health issues are suspected, then the dog will be referred to their vet.

### IMPORTANT INFORMATION

Please ensure that your dog has not had a meal for 2 hours before their appointment.

If you have any questions, please do not hesitate to get in touch.