

Terms and Conditions

1. All patients, without exception must have a veterinary referral form completed and signed by their referring veterinary surgeon. This form can be downloaded from the Pawsome Paddles website homepage at www.pawsomepaddles.com.
2. Payment for services will be taken on the day of the hydrotherapy session. Accepted methods of payment are cash, debit card and cheques payable to 'Pawsome Paddles Hydrotherapy Centre'.
3. Cancellation of a session must be given at least 24 hours in advance by the client. Cancellations after this time or non-attendance will be charged full price. Pawsome Paddles endeavour to inform clients to any changes or cancellations in their appointments but will not be held liable for any losses or damages.
4. Any animal with an infectious or contagious condition cannot be treated and the cancellation policy in point 3 also applies in this instance. These animals cannot return to the centre until the condition has cleared.
5. Bitches in season cannot be treated and the cancellation policy in point 3 also applies. The dog cannot return to the centre until the season is over.
6. Feeding instructions will be given upon the initial appointment booking. Further instructions will also be given post session. Both pre and post session protocol must be adhered to.
7. All dogs must be kept on a collar/harness and lead both inside and outside the hydrotherapy centre.
8. Animals must be toileted prior to their session. Please allow time upon your arrival to take your dog for a chance to toilet prior to coming into the centre. Please clean up after your dog and use the bin provided outside the centre.
9. Please bring your dog as clean as possible for their session. They will be showered prior to entering the pool but we would appreciate if their coat and paws are as clean as possible first.
10. Please follow visitor health and safety instructions and be aware that although every effort is made to minimise slip hazards this is a wet room environment and appropriate footwear should be worn.
11. There are parking spaces as you approach Pawsome Paddles, which is at the back of the centre. Pawsome Paddles will not be held responsible for any theft, damage or injury to vehicles or persons using the carpark.

Many thanks for your cooperation