



## **WELCOME TO VOODOO K9 ACADEMY HYDROTHERAPY &**

### **DANIELLE HUDSON PHYSIOTHERAPY**

Please read the following in full to ensure all is understood before your appointment(s).

#### **Hydrotherapy**

**NO FOOD 3 hours before swimming and 1 hour after, drinking water is allowed in small amounts.**

- Please bring your own towel and (optional but recommended) a drying coat.
- Please bring small **high-value** treats if your dog has never swam in a hydrotherapy pool before, this will help your hydrotherapist accustom your dog to the facility and provide a positive experience.
- We provide our own shampoo for your dogs' post-swim shower, however, if your dog has a specific requirement, please highlight this and bring your own shampoo.
- If you are bringing your own toy to use during a swim, please ensure it is sanitised before use to avoid contamination of our pool.
- You **MUST** ensure your dog has toileted before entering the centre and the session commences. There is a charge for soiling in the pool.

**PLEASE NOTE** You may get wet, it is a swimming pool environment and splashes occur, waterproof clothing is recommended. And **NON-SLIP** footwear is a **must**. Please ensure to wipe your feet and wear clean shoes to avoid mud/dirt entering the hydrotherapy centre.

***After swim care:*** No food is recommended for 1 hour, provide water in small amounts, keep your dog warm and give him/her another towel dry when home. It is also advised that straight after your swim, go for a small walk to prevent cramping.

**POOL SOILING** If your dog soils in the pool, there is a cleaning charge of £75. This barely covers the chemical cost and doesn't account for any further closure of the pool. Please ensure your dogs have been given every opportunity to go to the toilet before their swim.

The client accepts all responsibility for any medical conditions as some conditions may not benefit from hydrotherapy, these include but are not limited to:

Incontinence, Contagious diseases, Severe epilepsy, Recent surgery, Open wounds, Urinary tract infection, Tracheotomy, Recent chemotherapy, Cardiovascular diseases/conditions (for example heart murmur)

#### **Physiotherapy**

Please ensure to bring food rewards, this will make your appointment a positive experience for your dog and make things smoother for your physiotherapist to fully assess your dog.

Please avoid having a harness on during the assessment as these can restrict movement - A flat collar and regular lead will do.

You *must* answer the initial questionnaire in full and give consent for treatment to commence, please contact Danielle Hudson Veterinary Physiotherapy prior to your appointment if this has not already been completed.

#### **How to find us!**

**Address:** Voodoo K9 Academy, Scillion business centre, Langley Moor, Littleburn Industrial Estate, Durham DH7 8HG

Follow **GOOGLE MAPS** directions (click the link below) this is the best and most efficient way of getting to us! Link for directions:

<https://goo.gl/maps/eMvi4ns8829RNubu9>

***\*important notice regarding sat navs\* DO NOT follow car sat nav systems to the post code.***



**Others have previously got lost and been late to sessions due to this and Voodoo K9 Hydrotherapy does not hold responsibility for lateness as stated in the terms and conditions. The most successful way to navigate to us is detailed below.**



**ENTRANCE FOR HYDROTHERAPY AND PHYSIOTHERAPY:** Come to the double doors and into the waiting room beneath the sign.

**PARKING:** Please do not park along the access strip where the van is in this image, this access strip is for business park tenants/staff only, there is a very busy car and van garage that requires access to this strip at all times.

**PLEASE PARK** on the main road or inside the skillion business park car park marked bays.

### **Payment**

We kindly ask that sessions/assessments be paid for in advance, bank transfer preferred. (If not booked through the online booking system) Payment details are as follows.

For hydrotherapy (TICK BUSINESS ACCOUNT)  
Voodoo K9 hydrotherapy  
04-06-05  
21173075

For physiotherapy:  
Miss Danielle Hudson  
20-25-38  
23530515

### **Venue rules**

Dogs **MUST** be taken to the green outside to toilet before they come in, so please make time for this so we are reducing urinating indoors as much as possible, please.

Any dog waste must be bagged and taken home.

**Bitches in season** will not swim to promote hygiene and cleanliness. Please inform your hydrotherapist as soon as possible if you notice your bitch come into heat to enable a rearranged slot. However, bitches in season **may still come** for physiotherapy appointments, but you **MUST** make the team aware so we can make appropriate arrangements for hygiene after your appointment.

Voodoo K9 Academy and Danielle Hudson Veterinary Physiotherapy hold Public Liability insurance and professional indemnity insurance; however, all dogs should be suitably insured by the client before attending sessions. If the client chooses not to have insurance for their dog, Voodoo K9 Academy, and Danielle Hudson Veterinary Physiotherapy do not hold any responsibility for the dog or its actions and must be kept under control at all times by the owner.

### **Images and video footage**

Unless without a specific request, you inherently agree to photos and videos taken of your dog, which may include the handler/owner/attending family members, used for social media, website, and advertising purposes as well as record keeping and treatment purposes.

### **Dog health and safety**

Voodoo K9 Academy and Danielle Hudson Veterinary Physiotherapy will make every effort to ensure your dogs' safety whilst participating in our sessions, however, Voodoo K9 Academy and Danielle Hudson Veterinary



Physiotherapy cannot be held liable for any injury that is sustained to a pet either inside our sessions or outside in your care. If your dog becomes injured whilst participating in our facility, the client is responsible for any veterinary bills that may arise.

All dogs must be fully vaccinated before attending sessions with Voodoo K9 Academy and Danielle Hudson Veterinary Physiotherapy, this is a zero-tolerance policy as we will not risk other dogs' health due to the associated risks of spreading disease.

Hydrotherapy dog welfare concerns: If at any point prior to or during a session, your hydrotherapist notices any signs of pain, lameness, or distress, your animal may be referred or advised to seek veterinary attention and terminate the session, and this is genuinely at the best interest of the animal. Due to business proceedings and chemical usage for the pool, the session cannot be refunded.

By booking any hydrotherapy/physiotherapy service, you inherently agree that any information provided by the owner about the animal in question is accurate to the best of the owners knowledge. The owner of the animal also remains aware and agrees that Voodoo K9 Hydrotherapy / Danielle Hudson veterinary physiotherapy may contact and discuss treatment with the veterinary surgeon and understand that the veterinary physiotherapist/hydrotherapist may refer back to the veterinary surgeon.

### **Lateness**

If a client is late to a session, the rest of the allotted time for that session will be used, but the client accepts responsibility for lateness and that a full swim/physiotherapy assessment or treatment would not be possible due to lateness.

### **'No-show' / Cancellation / Rearranging session terms**

If the client wishes to reschedule a session, they must contact their relevant therapist by giving at least 48 hours' notice. Requests to rearrange with over 48 hours notice will be rearranged at a mutually suitable time for the trainer, if the client fails to give the therapist suitable notice then the full fee will be lost.

If the therapist cancels any session a full refund will be issued or a rearranged session offered, rearranged session will be discussed and booked for a mutually suitable time/day for both therapist and client.

**If a client does not turn up to a prepaid & pre-booked session, the fee for the session is lost and is non-refundable - Zero tolerance policy.** If the client fails to attend a session and has not paid, no further training will occur until the balance of the missed session(s) has been cleared.

For requests to rearrange within the 48hrs notice, this credited booking must be rebooked within 14 days from the original booking and cannot be carried over further than the 30 day period, after the period has expired the fee is subsequently lost.

**REFUND POLICY:** For those wishing to receive a refund, an administration fee will occur, cancellations requiring a refund will need to notify the team 7 working days in advance to qualify for a refund, cancellations outside of this will lose the full fee.

All sessions must be paid for in full upon booking to secure your slot due to commitment from the training team. Cancellations made within cancellation terms are entitled to a refund however are subject to an administration fee of 20% of the booking, and the remainder is refunded.