



Unit 10 & 11 Hampstead Court, Hampstead Avenue, Mildenhall, Suffolk, IP28 7AS

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Owners Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Owners Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Animals Name: \_\_\_\_\_ Species: \_\_\_\_\_

Age: \_\_\_\_\_ Years \_\_\_\_\_ Months

Sex: Male  Female

Vaccinations up to date: Yes  No

Neutered: Yes  No

(this part to be completed by the vet practice)

Veterinary Practice Name: \_\_\_\_\_

Veterinary Surgeons Name: \_\_\_\_\_

Veterinary Practice address/stamp: \_\_\_\_\_

Veterinary Practice email: \_\_\_\_\_

Veterinary Practice number: \_\_\_\_\_

(tick as appropriate)

Fun  Fitness  Weight Loss  Rehabilitation

Reason why hydrotherapy is suggested?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of vet: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: / /

Please send on all patient information and history and attach to this form such as any relevant information of the patient that we need to aware of e.g. operations, arthritis, vaccines etc.

Owner declaration: I declare that the information on this form is correct and that I am the legal owner of the animal named above. I confirm I have read and agree to the terms and conditions that accompany this document.

Name of owner: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: / /



## Terms & Conditions of Wren Hydrotherapy & Rehabilitation Centre

- ALL treatments within the centre require veterinary consent, no exceptions! We will only work with your vets signed agreement, and we will provide them with treatment and progress reports at regular intervals.
- All dogs must be toileted before they arrive for treatment, and food withheld for at least two hours before and after their appointment. Always allow access to fresh water.
- Please clean up after your dog outside and inside the centre, we understand accidents do happen and can provide poo bags if necessary. Accidents within the pool or treadmill will incur a £60 fee due to in impact on the next patients as we will have to close the pool/treadmill for cleaning.
- If a patient is particularly nervous, and takes multiple visits before treatment can commence, a reduced fee will be charged. We want to make sure everyone is comfortable and happy in the environment before treatment.
- Toys can be used for encouragement, but we will not allow them to be retrieved off the water line due to the risk of secondary drowning. No jumping in off the side due to the same reasons, plus the risk of further injury!
- We suggest vaccination, flea, tick and worm treatments are all up to date, if this isn't possible please let us know in advance.
- Payment must be made at the time of treatment with either pay-as-you-go, or in advance in blocks of 10 sessions by card, cash or online banking.
- Cancellations need to be made at least 12 hours in advance or full payment will be charged.
- We require all visitors to use the hand sanitiser before entering the treatment areas.
- Ideally only one visitor with each patient, but if you are bringing children, they should always be supervised. Other family dogs should be kept on a lead at all times and not cause a disruption to the patient having treatment.
- We reserve the right to cancel appointments at short notice with no charge to the client. This will only happen if there has been an accident in the pool, or a problem with power or water supply which will require us to stop treatments.
- Insurance companies will sometimes cover hydrotherapy and physiotherapy and we are happy to fill out insurance forms but the referring vet will be required to sign. We cannot do direct claims to insurance companies, payment is required at the time of treatment.
- All pets undergoing hydrotherapy will be given a shower pre and post treatment with the option of a shampoo once a month. We use our own shampoo unless you have one you want to bring with you. A blast dryer and towels are provided for drying, and you can purchase drying coats to keep your dog warm.
- We reserve the right to use a basket muzzle should the therapist assess the patient as necessary, but only with client consent.
- Our centre uses underwater cameras and other photography to monitor patient progress, assess treatment protocols and promote our business via our website. If you do not consent to this, please let us know at your first appointment.
- Transport can be provided within the local area for an additional charge.
- Rehabilitation day patients will be provided with water throughout the day and a suitable kennel to rest between treatments. Please provide some food/treats if your pet is normally fed throughout the day.
- Brachycephalic breeds (short nosed), bitches in season, diabetic or epileptic patients and those with heart conditions will be individually assessed for their suitability for hydrotherapy.
- Wren Canine Hydrotherapy & Rehabilitation Centre does not accept any responsibility for any accidents or injury whilst on or outside the premises, please wear suitable footwear and observe safety advice.
- We will not see patients for hydrotherapy treatments with vomiting, diarrhoea, indwelling catheters, external fixator, open wounds, certain spinal conditions and certain chemotherapy agents.
- If your pet has had any vomiting or diarrhoea, please ensure that 72 hours has passed from the last vomit or diarrhoea before coming for treatment.
- I agree to sharing my information with my veterinary practice in the form of progress reports.
- I agree to update my information as soon as possible should a new medical condition be diagnosed. This may affect treatment protocols which will have be reassessed.