

Terms and Conditions 2019

1. All dogs treated at Hainault Hydrotherapy Centre require a current signed and dated Veterinary Referral Form. As part of our governing bodies regulations we are required to obtain updated consent every 6 months to continue therapy sessions. By registering with Us, you give us permission to obtain and discuss details of your dogs medical conditions with veterinarian surgeons, nurses, or other health care and complimentary therapy practitioners.
2. Owners are required to notify us if during the course of treatment the pet's condition or injury worsens, or if the veterinary surgeon advises that treatment should be suspended or stopped, any changes in medication should be reported to your therapist as soon as possible.
3. Our therapists reserve the right to offer treatment for your dog as they see fit and will choose the most suitable method of hydrotherapy which they feel will benefit and suit your dog accordingly. Whilst we understand that owners may have an opinion and preference on treatments used, the therapists decision is final.
4. It is very important not to feed your dog 3-hours prior to a hydrotherapy session and 2-hours after their hydrotherapy session. A fee may be payable should your dog have an accident in the pool resulting in the need to cancel appointments.
5. Payment for services, including those to be part of an insurance claim, are due on the day of the booked session, unless prepaid as part of a block booking package.
6. The discounted block booking package is non-refundable and must be used within 6 months of purchase. Please evaluate this commitment before making payment.
7. We accept that you may occasionally need to cancel your booked appointment. Our cancellation policy requires a minimum of 24-hours notice for any cancellation. Cancellations made within 24 hours of the appointment or non-attendance at a booked session will be charged at the full session price.
8. If you are late for your appointment, the session may be cancelled and charged at the full session price. It is at the discretion of the therapist if all or part of the treatment can be completed.
9. If your dog has an infectious or contagious condition you are required to inform us and reschedule your appointment. Kennel cough is highly contagious, if you suspect your dog has been exposed to or has developed kennel cough, then they are not permitted to attend the centre for 14 days.
10. If your pet suffers a seizure, they are not permitted to return to the centre within 14 days from their last seizure.
11. We will be unable to provide hydrotherapy if your dog: has open wounds and infections, has uncontrolled epilepsy, suffers from incontinence, diarrhoea or vomiting.
12. If your bitch comes into season, you must inform us as she will be unable to attend any booked sessions until her season is over.
13. We understand that at certain times of the year it can be a challenge to keep your dog mud free. We kindly request that you bring as clean a dog as possible to the centre. Excessively dirty dogs will not be permitted in the pool or treadmill to maintain water conditions for other clients.
14. Please keep your dog under control and on a collar and lead at all times. Although your dog may be generally well behaved, there could be other injured animals at the centre which could be overwhelmed or hurt by normal friendly dog behaviour.
15. If the hydrotherapy team feels that your dogs temperament is not suitable for pool or treadmill sessions and could pose a health and safety concern, we reserve the right to refuse treatment.

Initials: _____

16. We have grassy areas around the centre for you to toilet your dogs, please leave plenty of time for this on arrival prior to your booked session. Please clear up after your dog whilst in our centre and grounds. Poo bags can be obtained from reception and a Poo Bin is provided near our main entrance.
17. Floors may be wet and slippery, and water may be splashed during the session, please ensure that you wear clean, sensible footwear and clothing, especially in the wet rooms where water on the floor is unavoidable.
18. Hainault Hydrotherapy cannot be held responsible for any loss or damage to property, however it may occur.

Name: _____ Dogs Name: _____

- I declare that I am the legal owner/carer of the patient and that the information provided is correct.
- I understand that hydrotherapy may not help all conditions and as with any physical activity swimming can involve some risk. Whilst every care is taken of the dogs undergoing treatment, all dogs receive treatment at the owner's risk.
- I have read and fully accept and agree to abide by these terms and conditions.

Signed: _____ Date: _____

I hereby acknowledge my consent in respect to Hainault Hydrotherapy Centre, collecting, using, storing and deleting my personal data for the purpose of providing hydrotherapy services to me for the duration of my custom plus a period of 24 Months and shall transfer my data, for use of the data within the purposes described here to my veterinary practice for consent of treatment and relevant medical history, ensuring that the data is processed in compliance with requirements of the European Union and local laws.

I myself have made available my personal data to this company. I am informed that I am entitled at any time to request an update of my data, information regarding the use of my data, as well as to withdraw the consent provided hereby and deletion of my data.

Data Storage Location: Hainault House, Billet Road, Romford, RM6 5SX

Signed: _____ Date: _____

A full detailed copy of our privacy policy is available upon request and on our website.

Hainault Hydrotherapy Ltd may also use your personal information to provide you with information about products, services, promotions and offers that may be of interest to you. We may use your personal information to ascertain the services, promotions and offers which may be of interest to you.

I hereby agree/do not agree to Hainault Hydrotherapy using my personal information as stated above

Signature: _____ Date: _____

You are free to withdraw your consent for receiving this information at any time.

Please note that even if you chose not to receive this information, we may still use your personal information to provide you with important service communications, including communications in relation to any products or services you use.

I hereby give/refuse my consent for Hainault Hydrotherapy to use any photo's or videos taken during sessions in promotional material and social media.

Signature: _____ Date: _____