



TERMS & CONDITIONS

- **For the safety of all customers and patients, dogs must wear a collar or harness and be kept under close control at all times whilst at the centre and in the car park.**
- **Owners should wear non-slip footwear and take care whilst at the centre as there are likely to be wet areas.**
- **Dogs will only be treated with a signed referral form from their vet (Bluestone will be happy to obtain this for you prior to your first appointment).**
- **Owners are requested not to feed their dog for 2 hours prior to treatment and for 1 hour afterwards.**
- **Dogs with infectious or contagious diseases, ear, eye and skin infections or open wounds or sores cannot be treated until the infection or wound has healed. Owners are asked to inform Bluestone with at least 24 hours notice to cancel and reschedule their appointment if this is the case.**
- **Bitches in season cannot be treated until after their season has finished.**
- **Flea treatments should not be administered within 24 hours of a session.**
- **Bluestone must be informed prior to the session if there have been any changes to the dog's health, condition, or in their prescribed medication or if their vet has advised that hydrotherapy should not continue.**
- **Owners must make Bluestone Hydrotherapy aware of any behavioural issues their dog has which could affect the safety of staff members, customers or other dogs at the centre.**
- **Owners are requested to leave reactive dogs in their car and come into reception to let us know you have arrived for your appointment. We will let you know when the previous dog has left the centre and you may bring in your dog. We will do all we can to help manage the situation, please just let us know.**
- **Customers are asked to arrive for their appointments on time. We understand that occasionally customers may be late and if this happens we will do our best to fit you in. Up to 10 mins late and we will start your session but may have to reduce the session time to allow the next appointment to start promptly. Over 10 mins late, we will try our best to fit you in later in the day if we have an appointment available but this may not always be possible. In either case the full session price will apply.**



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- **Reasonable notice (24 hours) must be given if you are unable to attend your appointment. If any appointments are missed without such notification then the session fee is charged and we may request that future appointments are paid for in advance.**
- **Owners are asked to ensure their dog has toileted before their session so we can avoid any accidents in the pool.**
- **If a dog does defecate in the pool or treadmill there is a cleaning charge of £60 in addition to the session charge.**
- **Children and visitors are welcome to accompany owners but they remain your responsibility and should behave appropriately and safely and abide by the terms and conditions of the centre.**
- **Whilst every effort will be taken to ensure a safe swimming environment, dogs are treated/swim entirely at their owner's own risk.**
- **It is important that owners are aware that physical exercise combined with the pressure of the water can add stresses to a dog's cardio respiratory functions and accept this risk during hydrotherapy treatment.**
- **If a dog has a diagnosed or undiagnosed spinal condition there is a possibility that it could be worsened by hydrotherapy. Owners accept these risks.**
- **Bluestone reserve the right to refuse treatment.**
- **Bluestone do not accept responsibility for any injury, loss or damage to property or person whilst at the centre or in the car park.**
- **Bluestone reserve the right to use photographic or video material taken during treatment sessions in their marketing and promotional material.**
- **Owners may not post photos or videos of staff members taken at the centre onto websites or social media platforms without the written permission of Bluestone Hydrotherapy.**
- **Customers are asked to park only directly in front of Unit 2 in the marked bays and in front of the loading door please.**



DECLARATION

I confirm that I am the owner of the dog/dogs named below and that I have read, understand and agree to the above terms and conditions. I give permission for Bluestone to give hydrotherapy treatment to my dog/dogs and I have provided all relevant medical and behavioural information to them. I give Bluestone permission to liaise with my vet and my pet insurance company about my dog's treatment.

Name of Dog/Dogs.

Owner's Name.

Owners' Signature.

Date.

**Unit 2, The Bluestone Centre, Sun Rise Way,
Solstice Park, Amesbury SP4 7YR**

Call 01980 258 608
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