

CANACTIVE LTD – TERMS AND CONDITIONS

1. Dogs will not be treated without the prior authorisation of their Veterinary Surgeon.
2. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at their owner's risk.
3. All treatment courses, including those to be part of an insurance claim, must be paid for in advance. Individual sessions must be paid for on the day of treatment.
4. Session fees will be charged in full if an appointment is cancelled without 24 hours notice.
5. Late Arrivals: Up to 10 minutes late – we will start the session but your dog(s) will be required to leave the treadmill area within your appointment time to enable the next dog's session to start punctually. Over 10 minutes late – we may let the next client start their dog(s) session and try to fit you in at the end of their appointment. This will not always be possible. In either case the full charge will apply. Missed Appointments - The full charge will apply will apply.
6. Dogs with infectious or contagious conditions, such as Ear, Eye or Skin infections, gastric upset etc, will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice, until the condition is clear. Normal cancellation conditions will apply.
7. Bitches that are in season will not be able to attend sessions until their season has finished.
8. Please ensure your dog's vaccinations are up to date and make sure this is filled in on the referral form. We do have a disclaimer form which is to be signed in the event of any unvaccinated dogs.
9. Owners are required to notify the Hydrotherapist if the dog's injury or condition worsens, of any changes to medication, any surgical procedures or changes in veterinary advice affecting the dog as this may affect the type and duration of treatment or if the veterinary surgeon advises that the treatment is to be stopped or suspended.
10. Canactive reserves the right to refuse treatment to any dog.
11. Owner's are requested not to feed their dog for at least 3 hours before attending an appointment, and please ensure that the dog has emptied it's bowels before arriving. A surcharge of £20 will be made for dogs that defecate in the treadmill, as we will have to close the treadmill to clean it. We also advise owners not to feed their dog for at least 1 hour after swimming.
12. Keep your dog on a lead at all times until a member of staff tells you that it is safe to release your dog. If you are not strong enough or have problems controlling your dog, please ask a member of staff for help.
13. It is the owner's responsibility to clear up after their dogs, whilst on company premises and its surrounding environment. Poo bags are available on request and a bin is provided.

14. Canactive cannot be held responsible for any loss or damage to vehicles or personal property, loss or injury to any person or dog whilst on company premises howsoever occasioned.

15. Canactive reserves the right to use video footage and photographic stills taken during sessions.

16. The floor in the treadmill area can become wet during sessions, it is advisable to wear sensible shoes to avoid slipping.

17. Please ensure all dogs are clean and not muddy when they arrive for their treadmill session, we reserve the right to charge a £5 'cleaning' fee if your dog comes into the centre excessively muddy before a session.

18. Children under 16 years of age are not allowed in the hydrotherapy area, but are allowed to watch from the barrier.

19. Only one dog at a time is allowed in the hydrotherapy room unless accompanied by a hydrotherapist.

20. Canactive reserves the right to cancel any session, i.e. in the case of a power failure. Please ensure we can always contact you by telephone. (See Registration Form, mobile phones no etc.)

I/We have read and fully accept the Canactive Ltd terms and conditions.

Signed:

Date:



CANACTIVE

HEALTH AND SAFETY – HUMANS

I understand that I may be asked to walk/run/participate in exercises/therapy to motivate my dog and I understand there are trip/slip hazards including other people and dogs present.

I have been advised that I should wear suitable non-slip footwear.

I will inform Canactive staff if I am unable/unwilling to participate.

I will also inform the staff at the Canactive Centre if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury.

I understand that if I bring children to the Canactive Centre I am responsible for my children's safety and behaviour while they are on the premises and that they should remain seated in the reception area.

My children will remain under my close supervision at all times and in all areas of the centre. I understand that I am responsible for the safety of people/visitors accompanying me whilst at the Canactive Centre as they may not be familiar with the procedures and hazards that I have been made aware of.

HEALTH AND SAFETY - DOGS

We would ask that you always have a collar and/or harness on your dog. Keep your dog on a lead at all times until a member of staff tells you that it is safe to release your dog. Dogs not on leads pose a serious health and safety risk to members of staff, other clients and their dogs. If you are not strong enough or have a problem controlling your dog, please ask a member of staff for help.

Always check with us before bringing your dog into the reception area (beyond the wooden gate) – your dog might be wonderful with other dogs but not all dogs are. Please remember we have injured dogs on the premises that can feel threatened or could be hurt by normal friendly behaviour. These rules are for everyone's safety and comfort. Clients who have been warned and continue to ignore staff instructions to check before entering reception and/or control their dog(s) will not be allowed to continue to use our facilities.

CHANGE OF CIRCUMSTANCES

I will inform Canactive of any changes to medication, any surgical procedures or changed in veterinary advice affecting my dog. I understand that any of these changes may affect the type and duration of treatment.

I will inform Canactive if my dog is receiving treatment elsewhere e.g. Physiotherapy, chiropractor, massage treatment, TTouch practitioner, etc.

I will inform Canactive immediately if my dog contracts any infectious or contagious diseases (e.g. kennel cough) or has suffered any diarrhea or vomiting within the last 48 hours.

DISCUSSION OF RISK

Physical exercise together with the pressure of the water on the chest and the abdomen can put stress on your dog's cardio respiratory functions. If there is an undiagnosed cardiac or respiratory condition your dog could be at risk. Whilst all due care will be taken, if your dog has a diagnosed or undiagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

CLEANLINESS

If your dog poops – please clean up and dispose of it in the bucket provided and the end of the decking. Ask if you need a poop bag or help – we do not mind as accidents happen with elderly, young or disabled dogs.

APPOINTMENTS

Late Arrivals: Up to 10 minutes late – we will start the session but your dog(s) will be required to leave the treadmill area within your appointment time to enable the next dog's session to start punctually. Over 10 minutes late – we may let the next client start their dog(s) session and try to fit you in at the end of their appointment. This will not always be possible. In either case the full charge will apply

Missed Appointments - The full charge will apply

Cancellations - We require a minimum of 24 hours notice otherwise the full charge will apply.

Canactive reserves the right to change or cancel appointments when and if necessary i.e. in case of power failure, maintenance, water etc.

Declaration – I hereby give permission for my dog to receive treatment from staff at the Canactive Centre. I have given all relevant medical and behavioural history to Canactive and believe the information given to be correct. I give permission for Canactive to exchange information with my veterinary practice about my dog's condition and/or behaviour.

I will not bring any dogs to Canactive who have contracted or been knowingly exposed to any infectious or contagious diseases.

I agree to abide by all the terms and conditions, which are above and that have been explained to me.

Signature of dog owner: _____ Date: _____

Signature of member of staff: _____ Canactive Ltd

Canactive Ltd, Fleet Lane, Bredon, Tewkesbury, Gloucestershire