



Pawsuit of Happy Tails Wellness Hydrotherapy and Fun Swim Terms and Conditions

Pawsuit of Happy Tails Wellness aim is for your beloved dog to have a safe, fun time while giving you peace of mind that they are happy and well cared for.

Our commitment to you and your dog(s):

- Your dog(s) will be safe and secure in their environment
- There will always be a clean supply of water
- We will ensure your dog's treatment is to the highest standard as well as having fun
- Your dog's safety and wellness are always our priority
- All dogs will be showered and dried following each session unless otherwise requested by owners

In return we ask:

- You are honest with us about your dog (s), this includes:
 - Their likes and dislikes
 - Health
 - Behaviour
- You keep your personal contact records up to date
- You update us of any changes in your dog(s) behaviour, health, wellbeing and attitude as soon as possible, so we can monitor and try to assist
- Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs that receive hydrotherapy treatment or, a fun swim do so entirely at their owner's risk
- Veterinary authorisation must be obtained prior to your first medical hydrotherapy session
- Any adult/child that enters the premises does so at their own risk and release all responsibility for any injuries or illness this includes but does not limit to - whilst in the pool room, on the pool ramp/frame, in the water of any sort
- When visiting, all persons are strongly advised to wear sensible shoes with non-slip soles if possible as the floor in the pool room can become very wet during swimming sessions
- Everyone entering the pool MUST be competent swimmers and be confident in water and enter fully at their own risk. NON-SWIMMERS & FLOATATION AIDS ARE NOT PERMITTED. Children must also be fully supervised by an adult. 2 adults must attend and be in the water if children are present. One adult to supervise the dog and another to supervise your child. Minimum age of 12, providing all criteria listed above applies. If swimming with your dog please come dressed ready so our appointments run to time – and remember your towel
- Dogs with infectious or contagious conditions such as Kennel cough, Gastric issues, eye, ear or skin infections will not be swam until cleared owners are advised to cancel appointments with at least 24 hours' notice, until the condition is clear (please see our Cancellation Policy)

- Bitches in season will not be able to attend sessions until their season has finished (please see our Cancellation Policy)
- Please do not feed your dog for at least 3 hours prior to the hydrotherapy / Fun swim session and ensure they have been to the toilet before arrival
- Any dog who behaves aggressively in any way towards staff will be removed
- Whilst every care is taken to ensure the safety of dogs undergoing treatment, all dogs are still the responsibility of the owner
- Whilst we will look after your dog to the best of our ability, we cannot undertake responsibility for any medical problems that may occur whilst your dog is in our care (i.e. cut paw) therefore we cannot be held responsible for any vet bills
- Any fouling on site must be cleaned up (please ask if you need a bag) and ensure your dog has toileted prior to entering the centre
- When not undergoing their appointment, dogs must be kept on a lead at all times
- If you have booked a fun swim and we have concerns over your dog's health we have the right to refuse the appointment without refund and may request an assessment or vet consent prior to rebooking
- Late arrivals will only have the remainder of their slot available. Over 10 minutes late will be considered a no show and your appointment cancelled with no refund or rebooking option
- Trading under the Pawsuit of Happy Tails Wellness cannot be held responsible for any loss or injury to any person or animal whilst on the premises
- Trading under the Pawsuit of Happy Tails Wellness cannot be held responsible for any loss of damage to vehicles and contents all vehicles are parked at owner's risk
- We reserve the right to use any video footage or photographic stills taken during sessions, unless notified by the client during the session
- Pawsuit of Happy Tails Wellness reserves the right to refuse treatment to any dog

I fully understand the importance of the information I have provided. I have given this freely and to the best of my knowledge, the information is correct. I have fully read and understood the terms and conditions and understand that Pawsuit of Happy Tails Wellness have the right to refuse this service.

This document is an agreement that both parties understand and agree to the statements above.

Cancellation Policy

We understand from time-to-time things change if you need to cancel your session we would appreciate as much notice as possible.

If you cancel within 24 hours of your appointment no refund is available.

If a cancellation is within 48 hours, we will aim to move you to another booking or request a 50% refund.

Cancellations with more than 48 hours' notice we will aim to move you to another booking or request a full refund.

This applies to subscriptions (window of 1 month – no roll over options is available) and block bookings, where an alternative option is not possible you will lose your booking.

Pawsuit of Happy Tails Wellness terms and conditions prior to hydrotherapy and fun swim with owners and children.

By checking the box on booking and receiving the email or signing into the register book you agree to the terms and conditions clearly stated.