

## Doggie Daycare/Training and Rehabilitation

# Lucy

## PET CARER

### Terms of Service:

By confirming your Booking you are agreeing to our Terms of Service stated below:

- If your Pet is coming to our Centre for Rehabilitation or for Fun and Fitness, we require a completed "Veterinary Referral Form". According to the Veterinary Surgeons (Exemptions) Order 2015, a Veterinary Physiotherapist can only treat animals by Veterinary referral. Hydrotherapists act under the same rules. "Rehabilitation" includes, but is not limited to, post surgery, injury and illness, weight loss, arthritis, elderly patients, psychological wellbeing and pain management.
- Treatment Fees are payable at each session in cash or by card.
- Many Insurance companies will reimburse costs for veterinary hydrotherapy, physiotherapy, however, you are advised to check your Policy before booking an appointment. In most instances you will need your Vet to countersign your Claim Form for these types of treatments. You will need to speak directly with your Insurer.
- Cancellation conditions – a full 24 hours cancellation notice is required or you are liable to pay the full treatment price. Missed appointments must be paid in full.
- We reserve the right to cancel any appointment due to power outage, maintenance or illness.
- Pets must be clean, brushed and toileted prior to their sessions. You must clean up after any accidents in or around our centre. A surcharge of £50 will be applied if your Pet fouls in the Pool. This will contribute towards the cost of draining and cleaning the equipment as we will have to cancel any further appointments that day. Puppies must be toilet trained before visiting our Centre.
- You are required to notify us if your Pet's condition worsens or if your Vet advises to pause or stop treatment.
- Pets must be up-to-date with vaccinations, flea and worming treatments.
- We reserve the right to refuse treatment to Pets with a contagious condition including, but not limited to, ear, eye and skin infections, gastric upset, kennel cough, hookworm and fleas. You are advised to cancel your appointment at least 24 hours in advance and until the condition is clear. Normal cancellation conditions apply.
- For their safety, Dogs must be kept on leads and under control at all times whilst at our Centre, when not undergoing treatment.
- We reserve the right to refuse treatment to any Pet we feel would endanger the Therapist through nervous aggression.
- You are advised to wear suitable clothing and non-slip footwear as it may get wet in our Centre from Hydrotherapy activities.
- Our facilities are used at your own risk. Lucy Pet Carer cannot be held responsible for any injury, loss or damage to any person, pet or possessions including vehicles.
- Whilst every care is taken during treatments, Pets do so entirely at their owners risk.
- For Health & Safety reasons, any children visiting our Centre must be with the accompanying adult at all times.
- To avoid sickness and/or potential Health concerns, leave at least 1 hour before and 2 hours after your Pet's Hydrotherapy appointment without giving them food. Drinking water is fine throughout. We may offer your Pet a small healthy treat as a reward after their treatment/swim. Please let us know when you arrive if this is not suitable for your pet or if they have any allergies.
- We have a Pet Shower and Drying at our Centre, however, there may be times your Pet will not be completely dry after their pool/treadmill session. We recommend bringing a Pet Coat or towel that your Pet can travel home in.
- We reserve the right to take photographs and/or video footage of your Pet during sessions for our treatment

records. We may also use these to promote our Centre on Social Media and website. If you would prefer not to have photographs/video taken of your Pet for any reason, please notify us when you arrive for your appointment.

Signed:.....Date:.....**PET'S**  
**Name:**.....

**How to Book and Appointment:**

- Visits to our Centre are by Appointment only
- Appointments can be booked by Phone, Email or in Person
- Before booking, please read and understand our Terms of Service above
- In order for your Pet to use our facilities you will need a signed "Vet Referral Form" (see Terms of Service). You can download these via our website, or we can email or post one to you on request.

**Lucy Pet Carer – Doggie Daycare/Training and Rehabilitation**

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