

TERMS AND CONDITIONS



*Please read this important safety information:
It applies to the car park, external areas and the clinic / pool area.*

Health and safety – Humans

You may be asked to participate in exercises/therapy to motivate your pet, which is likely to include a programme of exercise for you to use at home with your pet between sessions. Please inform CS Animal Hydro & Physiotherapy staff if you are unable to participate or have any disability or medical condition that limits your ability to participate through greater risk of injury. Please understand there may be trip/slip hazards at the Hydro / Physiotherapy clinic, including wet floor areas, other people and dogs / cats / other animals present. You should wear suitable non slip footwear.

You are responsible for your children's safety and behaviour while they are on the premises and we ask that they remain seated whilst in the clinic. Children must remain under your close supervision at all times and in all areas of the clinic and its grounds. You will be responsible for the safety of anyone accompanying you whilst at the clinic in terms of informing them of this health and safety advice.

Health and safety – Dogs

Always have a collar, lead and/or a harness on your dog. Dogs without collars / leads pose a serious health and safety risk to members of staff, other clients and their dogs. Please keep your dog on a lead **at all times** until a member of staff tells you that it is safe to release your dog or dogs. If you are not strong enough or have problems controlling your dog, please ask a member of staff for help.

Always check with us before bringing your dog into the reception area – your dog might be wonderful with other dogs but we may have injured or nervous dogs on the premises that can feel threatened by normal friendly behaviour. Dog owners failing to comply with these guidelines will not be allowed to continue using our facilities.

Change of Circumstances

Please inform CS Animal Hydro & Physiotherapy of any changes to medication, any surgical procedures or changes in veterinary advice affecting your pet. Any such changes may affect the type and duration of treatment. Please inform CS Animal Hydro & Physiotherapy if your pet is receiving or has received treatment elsewhere; e.g. physiotherapist, chiropractor, massage treatment, etc. We must be informed immediately if your pet contracts any infections or contagious disease (e.g. kennel cough).

Possible Health Risks (dogs - hydrotherapy)

Please be aware that physical exercise together with the pressure of the water on the chest and abdomen can put more 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.

Before your sessions begin

Your vet will need to complete our Veterinary Referral Form prior to your pet's first session.

- ◆ Do NOT feed your pet for at least three hours prior to a session.
- ◆ Do NOT bring your pet if they have had diarrhoea within two days of a session, please rebook.
- ◆ Bitches must NOT swim within three weeks of, or during, their season.
- ◆ The clinic is located at **Banwen Farm, Bryncoch, Neath SA10 8AA – see attached map.**
- ◆ Please ensure that your dog has relieved itself prior to entry into the premises. (Contamination of the pool will result in the pool having to close for the day). If your dog poos in the grounds, please clean up and dispose

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of the mess. Ask if you need a poo bag or help – we do not mind as accidents can happen, particularly with elderly, young or disabled dogs.

During the treatment / therapy session

There is a seated reception area where you are welcome to wait. Alternatively, you can leave your pet with us and collect at the end of the session.

- ◆ All dogs will be provided with buoyancy aid / swimming collar in the pool.
- ◆ Hydrotherapy will be organised according to individual need and as part of an overall treatment, rehabilitation exercise programme as determined by our qualified Physiotherapist.
- ◆ The treatment plan will be discussed with you in detail following assessment / clinical examination and reviewed at agreed intervals.

After a hydrotherapy session

- ◆ Your dog will be showered and dried after the swim but may still be damp.
- ◆ There is an air-dryer on site, although some nervous dogs prefer towels. It is a good idea to bring your own towel and / or protection for your car seat.
- ◆ In colder weather it may be useful to use a coat on your dog for the journey home.
- ◆ Do NOT feed your dog for at least an hour after the swim
- ◆ A five minute swim is believed to be equivalent to a five mile walk, so please do not exercise your dog after a session
- ◆ Physiotherapy without hydrotherapy will also tire your dog / pet – please follow the advice of the Physiotherapist regarding exercise following a session.
- ◆ Keep pets warm and comfortable on the journey home.

Late arrivals

Up to 15 minutes late – we will start the session but your pet(s) may have a shortened session to enable the next clients' appointments to start punctually.

Over 15 minutes late – we may let the next client start their pet(s) session and try to fit you in at the end of their appointment. This may 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. You may notify us by telephone or e-mail.

I understand that by signing the accompanying veterinary referral / client registration form I have agreed to abide by all the Terms and Conditions. In addition, I agree that:

1. I give permission for my pet to receive treatment at CS Animal Hydro & Physiotherapy.
2. All relevant medical and behavioural history provided to CS Animal Hydro & Physiotherapy by myself/my vet is correct to the best of my knowledge.
3. CS Animal Hydro & Physiotherapy may share information with my Veterinary Practice about my pet's condition, progress and/or behaviour.

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4. I will not bring any animal to CS Animal Hydro & Physiotherapy which has contracted or been knowingly exposed to any infectious or contagious disease,
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How to find us

Banwen Farm SA10 8AA is located just outside Neath between the villages of Bryncoch and Rhos on the A474 (between Neath and Pontardawe). We are easily accessed from the M4 from either junction 43 or 45. Please see attached map for more details or ring us on 01639 843188 for directions.

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