

1. Whilst every care possible is taken of dogs undergoing treatment and in the maintenance of the water & equipment, all dogs receive treatment entirely at their owner's risk. There is free of charge, off road parking onsite. Vehicles are parked at the owner's risk.
2. We accept that on occasion, owners may need to cancel their booked session. Our cancellation policy requires at least 24 hours notice. Sessions cancelled without 24 hours notice or non attendance will be charged in full.
3. Payment for services is due on the day of your booked appointment. Payments are accepted via card, cash or BACS payment.
4. A signed and dated veterinary referral form must have been received before any treatment can take place. This can be posted or emailed prior to the appointment or brought along before the first session.
5. We do not accept direct insurance claims although we will assist in the reimbursement of monies from your insurance company.
6. Dogs will not be admitted with contagious or infectious conditions therefore will not be allowed to use the facilities with any eye, ear, skin or gastric conditions. Bitches in season may not use the facilities until their season is over. Dogs must arrive in as clean a condition as possible. We reserve the right to refuse treatment in such cases and our cancellation policy will apply.
7. Owners are requested not to feed their dog for at least three hours before attending a session, and to ensure that the dog has done their ablutions before arriving. A charge of £50 will be charged for dogs which defecate in the water as we will have to close the facility to clean deep it.
8. It is the responsibility of the owner to poop-scoop for their dog. All dogs must be kept on a lead, and under control, when attending CCHC. Although your dog may be generally well behaved, there are injured, elderly and arthritic dogs who also attend the centre that may be overwhelmed or hurt by normal friendly dog behaviours.
9. The length of treatment will depend on the individual requirements of the dog on the day of treatment. The hydrotherapist is highly trained to tailor each session to maximise the therapeutic benefits for each dog. We aim to steadily increase session times but will only do so if we feel it is in the best interests of the dog. The price of treatment will not alter in such cases where it is deemed in the best interests of the dog to reduce the session time.
10. We reserve the right to use video recording or photographs during sessions.
11. Clients are reminded that they enter the pool area at their own risk as hydrotherapy involves water therefore sensible footwear and clothing should be worn, there is an increased slip hazard around the pool area.
12. I consent for Groom & Room Ltd to securely store my information under the data protection act 2018.

Signed.....

Date.....