



**AQUAHEALING**  
CANINE HYDROTHERAPY AND FITNESS

## TERMS AND CONDITIONS

Please read all of the following important safety information. It applies to our parking lot, external areas and the swimming pool area.

### HEALTH AND SAFETY - HUMANS

It has been explained to me that I may be asked to walk/participate in exercises/therapy to motivate my dog. I understand that there are trip/slip hazards including other people and dogs present. I have been advised that I should wear suitable non-slip footwear. Dress shoes with heels are not permitted as it may puncture or damage our non-slip flooring. I will inform Aqua Healing Canine Hydrotherapy and Fitness, LLC if I am unable/unwilling to participate. I will also inform Aqua Healing Canine Hydrotherapy and Fitness, LLC if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. Children are not allowed in the pool area. I understand that I am responsible for the safety of visitors accompanying me while at Aqua Healing Canine Hydrotherapy and Fitness, LLC and The Barkshire: Resort for Paws as they may not be familiar with procedures and hazards that I have been made aware of. Due to our liability insurance restrictions only Aqua Healing staff members are allowed in the pool. \_\_\_\_\_ initial

### HEALTH AND SAFETY - DOGS

Always have a collar and/or harness on your dog. Dogs without collars pose a health and safety risk to members of staff, other clients and their dogs. \_\_\_\_\_ initial

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 the Aqua Healing staff for assistance. For safety reasons, the use of Flexi-leads on the premises is prohibited. \_\_\_\_\_ initial

Always check with us before bringing your dog into the gated area. Your dog might be wonderful with other dogs, but not all dogs are. Please remember that we have injured dogs on the premises, or dogs with medical conditions, that can feel threatened or could be hurt by normal friendly behavior. \_\_\_\_\_ initial

Attempting to lift your dog by the handle of the floatation jacket is strictly prohibited. This policy is for the protection, comfort and well being of your dog. We will enforce strict adherence to this policy. \_\_\_\_\_ initial

Aqua Healing Canine Hydrotherapy and Fitness adheres to strict guidelines regarding collars and leads on dogs. These rules are for everyone's safety and comfort, most importantly the safety of our canine clients. Clients who have been warned and continue to disregard the above guidelines will not be allowed to continue using our facilities.

## CHANGES OF CIRCUMSTANCES

I will inform Aqua Healing of any changes to medication, any surgical procedures or changes in veterinary advice affecting my dog. I understand that any of these changes may affect the type, and duration, of treatment. I will inform Aqua Healing if my dog is receiving treatment elsewhere, e.g. physiotherapist, chiropractor, massage treatment, TTouch practitioner, acupuncture, etcetera. I will inform Aqua Healing immediately if my dog contracts any infectious or contagious disease, e.g. kennel cough. \_\_\_\_\_ initial

## DISCUSSION OF RISKS

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. While all due care will be taken, if your dog has a diagnosed, or an undiagnosed, spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

Please do not feed your dog for at least two hours before and one hour after hydrotherapy.  
\_\_\_\_\_ initial

## CLEANLINESS

There are poop bags and a place for disposal when entering the facility. If your dogs poops please clean up and dispose. If you need a poop bag or help, please do not hesitate to ask. We do not mind assisting you as accidents can happen with elderly, young, or disabled dogs. **Please toilet your dog before hydrotherapy.** The pressure of the water on the bladder and bowels may increase a dogs urge to go. Allowing them to do so before entering the pool allows us to have uninterrupted swim time.

## APPOINTMENTS

Late arrivals - please call us to inform us that you are running late. We care about our clients and appreciate knowing if you are running late.

Up to 10 minutes - we will start the swim but your dog(s) will be required to leave the pool area to enable the next clients appointment to start punctually.

Over 10 minutes late - we may allow the next client to start their dog swimming and try to fit you in at the end of their appointment. This will not always be possible, we will try to accommodate you as time allows.

Missed appointments - these are defined as appointments that have not been cancelled 48 hours prior to your scheduled appointment. If you have an emergency please call us so we know that you will not make your scheduled appointment. We do understand that emergencies happen and exercise the right to waive the cancellation fee under emergency conditions.

**In any of the above cases a \$35 session charge will apply. The charge will be added to your next session or deducted from your multiple swims per week package.**

Cancellations - We require a minimum of 48 hours notice if you need to cancel your appointment without incurring a session charge. You may notify us by telephone, text message, or email.

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**DECLARATION:**

I hereby give permission for my dog to receive treatment at Aqua Healing Canine Hydrotherapy and Fitness, LLC. I have given all of the relevant medical and behavioral history to Aqua Healing and believe the information to be correct. I give permission for Aqua Healing to exchange information with my veterinary practice about my dog's condition and behavior. I will not bring any dog to Aqua Healing which has contracted, or knowingly been exposed to, any infectious, or contagious, disease. I agree to abide by all the Terms and Conditions which have been explained and discussed with me by a member of staff (signature below):

Patients Name: \_\_\_\_\_

Relationship to owner (if agent): \_\_\_\_\_

Clients Name: \_\_\_\_\_

Clients Signature: \_\_\_\_\_

Date of Client Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date of Staff Signature: \_\_\_\_\_