

Meadow Farm Canine Hydrotherapy and Rehabilitation

Terms and Conditions

- Payment is required at the time of treatment, with the exception of course bookings which must be paid for in advance. Late payment will incur a 15% surcharge; in the event of a returned cheque, the client will be liable for any bank charges incurred, in addition to the 15% surcharge.
- Refunds will not be given for any unused sessions, paid for in advance or as part of a course, although a credit note may be issued. All course sessions and credit notes must be used within 8 months of payment.
- In the event of a cancellation, a full session fee will be charged if less than 24 hours notice of cancellation is given, cancellation of evening appointments must be given by 5pm the previous day to allow time to re book.
- Clients regularly rescheduling pre booked appointments may be asked to phone on the day instead of pre booking
- Late arrivals: clients arriving within 15 minutes of their appointment time will be able to attend their session however, clients should be aware that the session may be shortened in order to allow sufficient time to treat the next client. Owners arriving more than 20 minutes late for their dog's appointment will not be able to attend their session and a full cancellation fee will apply. Where a client is late for their appointment and the next client has already arrived preference will be given to the client that has arrived and is waiting.
- **For hydrotherapy cancellations phone 01359 250310 for physiotherapy cancellations phone 07805579595**
- Owners are requested not to feed their dog for at least 1 hour before attending a session and to withhold food for at least 1 hour afterwards. For giant breeds and breeds at a higher risk of developing a Gastric Dilatation Volvulus, this should be extended to no food for 2 hours before and after their session.
- Clients should ensure their dog has toileted before their appointment, owners are more than welcome to arrive early and walk their dog, on-lead, in the designated areas at Meadow Farm, any mess must be poop-scooped and disposed of appropriately. Dogs defecating in the treadmill will incur an additional surcharge.
- Dogs will only be treated with the prior consent of their veterinary surgeon and we reserve the right to contact the dog's veterinary surgeon with any concerns regarding the dog's treatment and wellbeing.
- Owners are required to return to their vet every 6 months for a health check and review. This is to ensure that the dog remains in a suitable state of health to undergo hydrotherapy. Failure to produce a signed 6 monthly health check form will result in the dog being unable to continue with hydrotherapy until completed.
- Dogs with infectious or contagious conditions (including eye, ear or skin infections, vomiting, diarrhoea, kennel cough) should not attend their session. Please inform us as soon as the dog is unwell and at least by 4pm the preceding day when cancelling an appointment. Normal cancellation fees will apply.
- Please inform us as soon as possible if your dog is prescribed a new medication, exhibits any unusual signs of lameness, a change in behavior or develops any new medical conditions.
- Owners must inform us immediately if their dog's injury/condition worsens or if their veterinary surgeon has advised stopping/suspending rehabilitation.
- Please inform us as soon as your bitch comes into season; we can treadmill bitches early in their season but we may need to rearrange the appointment to ensure they do not come into contact with other dogs. There may also be certain times within the season where it would be inadvisable to treadmill a dog.
- Up to date vaccination certificates must be produced at the time of a dog's first session and will be requested at certain intervals during the year, in order to ensure all dogs undergoing rehabilitation at Meadow Farm are fully vaccinated.
- All dogs must be kept on-lead and under control when on the premises and not undergoing treatment.
- Insurance claims: we are happy to complete insurance claims for our clients, there is a small administration fee for this. Completed insurance forms must be collected from us and posted by the client. All sessions and administrations fees must be paid for before any claim is made.
- Meadow Farm Canine Hydrotherapy and Rehabilitation Centre reserves the right to refuse treatment of any dog.
- Meadow Farm Canine Hydrotherapy and Rehabilitation do not accept responsibility for any loss or injury, to human or dogs, that occurs when outside of their control.
- Meadow Farm Canine Hydrotherapy and Rehabilitation reserves the right to use video footage and photographs taken during sessions. Clients are not permitted to take photos and video footage during treatments, if video is required by clients please ask and we will share our footage with you.
- For safety reasons clients are advised to wear sensible, non-slip footwear when attending a hydrotherapy session with their dog. The floor can become very wet and therefore slippery during a session; some owners may like to wear waterproof clothing. Children under 12 years of age are generally not permitted to attend treatment sessions.