**Please read carefully before signing – this includes vital health and safety information for our site.**

1. Whilst every care is taken of the animals undergoing treatment and in the maintenance of the water and equipment, all animals receive hydrotherapy treatment, (this includes swimming for fun or fitness) entirely at their owner’s risk.
2. No animal can enter the pool without a ‘Fit to Swim’ or ‘Hydrotherapy’ vet referral form completed and returned.
3. All sessions must be paid for before treatment – we accept cash or BACs transfers. Cheques incur a bank fee of £1 and must be cleared before treatment. Courses of treatment must be paid in full before the first session.
4. At our discretion, session fees will be charged in full if an appointment is broken or cancelled without giving 24 hours notice. This includes arriving too late for the appointment to take place. (Ten minutes)
5. Swimming is a dangerous activity and potentially fatal for animals with some conditions e.g. spinal, cardio conditions. You must advise us of any changes to your animal’s health or medication so that we can adapt the treatment we give.
6. Animals cannot swim if they have any infectious or contagious conditions such as ear, eye or skin infections, or if they have been suffering from vomiting and/or diarrhoea. We reserve the right to charge £50 for animals fouling in the pool since we have to close and cancel appointments to clean the pool. Owners are advised to cancel all appointments giving at least 24 hours notice until the condition has cleared – usually it is best to make a new appointment for the following week. Bitches in season will not be able to attend sessions until their season has finished.
7. Owner’s are responsible for advising us of any material change in your animal’s health which will affect it’s safety when swimming. We reserve the right to refuse treatment until we have an updated vet referral if we are concerned about your animal.
8. All animals must be vaccinated to use the pool – we will check your animal’s vaccination certificate during your initial appointment and will need to see it annually.
9. If your animal has any temperament issues with either humans or other animals, the owner must advise us so that we can cater for them. Very aggressive animals may not be able to swim and we reserve the right to refuse to treat any animal which poses a threat to our staff.
10. Owners are requested not to feed their animal for at least 4 hours before treatment and it is best not to feed then for two hours afterwards.
11. Owners are asked to ensure that the animal has been to the toilet before treatment. You can walk them around the car park but must clear up after them.
12. Please ensure your animal is clean and has been groomed before your appointment – we reserve the right to make an additional charge for dirty or very hairy animals which require significant washing before treatment.
13. All animals must be under control at all times – (on leads or in a carry box) unless advised otherwise.
14. Owners are asked to park in the marked areas in front of the pool and to check it is safe to bring your animal in before coming into the reception area. If you need help getting your animal out of the car please ask, we will be happy to assist.
15. Paddocks Farm Enterprises cannot be held responsible for any loss or damage to vehicles or personal property whilst on the premises.
16. Parents are responsible for their children’s safety and behaviour whilst on the premises and they are to remain under the parents close supervision at all times. Similarly visitors accompanying you are your responsibility since they will need to be aware of health and safety requirements.
17. We reserve the right to use photographic material taken during sessions and to publish on our website or other social media. However please do talk to us if this is a problem for you.

Health and Safety – Vehicles

I understand that it is vital that the gate to the main road is safely shut at all times and that there may be people, horses, dogs, cats or children on the main drive where the speed limit is 10 mph. I will wait at the gate or the corner for horses to pass by me with my engine switched off. I understand that horses can be frightened by vehicles and I am accepting this risk when I bring my car onto the premises. I will park in the car park or marked spaces opposite the pool and accept that I park my car entirely at my own risk.

Health and Safety – Humans and Animals

I understand that there are horses and dogs on site and that I should take care that it is safe before bringing my animal out of my car. The pool area is a wet environment and I have been advised to wear non-slip footwear because there are trip/slip hazards. I will inform the staff if I am unable/ unwilling to participate in a session and if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. I understand that I can remain in the dry area of the reception area and view the session through the window. If I choose to go into the pool it is entirely at my own risk and I will follow instructions given to me by a member of staff. I will bring my own PPE – wet suit and footwear and towel etc..

I am responsible for my own, my childrens’ and any visitor’s health and safety if I bring them with me to the pool. I will keep my children under close supervision at all times.

I understand that I must keep my animal under control which means on a lead or in a carry box until a member of staff tells me to release him/her. Animals not under control pose a serious risk to other animals and people. Injured animals on site for hydrotherapy may not be able to tolerate normal friendly greetings from other animals or people. If you need assistance with your animal please ask. Always check before bringing your animal into the reception, that it is safe to do so.

Hydrotherapy Risks

I understand that swimming is a dangerous activity and that the pressure of water on the chest and abdomen and exertion of swimming can place stress on my pet’s cardio respiratory system. If my pet has an un-diagnosed condition particularly cardio or spinal condition, then hydrotherapy could not only, not improve his/her health but could make he/her seriously ill and he/she could potentially die.

I consent to abide by terms and conditions which I have read and understand and I have been briefed about health and safety and accept the risks. I will not hold Paddocks Farm Enterprises or their staff responsible for any loss, damage or injury to myself, my animal or my property.

I consent to hydrotherapy treatment for my animal and I have given all relevant medical and behavioural history to Paddocks Farm and I believe the information to be correct. I consent with Paddocks Farm staff consulting with my veterinary practice about my animal’s condition and behaviour and to any emergency treatment from a vet called to the centre to treat my animal. I will be liable for the full cost of treatment.

In the event of an emergency requiring evacuation I understand that the assembly point is the small car park and I will take my dog, (on a lead) there and any people I have with me.

Animal’s Name: Name:

Signed: Date: