



Terms and conditions for The Complete Canine

We aim to provide you with a highly professional, caring and friendly service and require you to read and accept the terms below.

Terms and Conditions

1. All dogs treated at The Complete Canine Rehabilitation require an up-to-date Veterinary Referral Form. The initial consultation can be booked in once the completed referral form has been received. As part of our governing bodies regulations we are required to obtain updated consent every 6 months to continue therapy sessions. By registering with Us, you give us permission to obtain and discuss details of your dogs medical conditions with veterinarian surgeons, nurses, or other health care and complimentary therapy practitioners.
1. It is owners responsibility to inform The Complete Canine of any changes in the dogs condition or any additional medications or illnesses.
2. Whilst we take every care of the dogs undergoing treatment and maintain our equipment to a very high standard, all dogs receive treatment entirely at their owners risk.
3. Payment for services is due on the day or in advance of the booked session. Payment methods include card machine payment that take most major debit cards, cash or BACS payments.
4. We accept you may occasionally need to cancel your booked appointment and our **cancellation policy** requires a *48 hour notice period*. For cancelled appointments outside this period or non-attendance, the session fee will be charged in full
5. In the unlikely event The Complete Canine will need to cancel or change an appointment, we will make all efforts to contact owners within a reasonable timeframe to rebook or offer alternative treatments. We cannot not accept liability for any losses due to unforeseen circumstances.
6. Dogs with any infectious diseases, open wounds, gastric upsets, ear, eye or skin infections will not be able attend a session. This also includes bitches in season. We reserve the right to refuse treatment to any dog at our discretion.
7. It is very important *not to feed* your dog 3 hours prior to a hydrotherapy session.
8. Please ensure your dog has toileted prior to their treatment. Please clear up after your dog in the The Complete Canine grounds. If the hydro pool or treadmill is fouled, an *additional fee of £70* will be charged due to extra cleaning and closure of the hydro suite for the day.
9. The Complete Canine cannot be held liable for damage to vehicles or loss of personal property while on their premises.

The Complete Canine, Unit A, Bushment Business Park, Umberleigh, EX37 9DX
Email: info@thecompletecanine.co.uk



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10. Keep your dog on a lead at all times in the car park and inside the centre. Although your dog may be generally well behaved, there could be other injured dogs at the centre that may be overwhelmed or anxious around dogs.
11. We kindly ask that dogs arrive as clean as possible
12. All clients use the facilities at their own risk. Clean, non-slip footwear is required.
13. Should additional support be required due to disability or medical needs, please inform staff at the time of booking.
14. The safety and behaviour of children are the responsibility of the client, who will ensure that children remain under close supervision at all times and seated whilst in the swimming areas.
15. Clients are responsible for the safety of any visitors accompanying them.
16. I consent to The Complete Canine using photos and videos for use on their website or social media purposes.

I do consent ☐

I do not consent ☐

I confirm I am the legal owner of the dog having treatment, and all information provided is correct. I have read, understood and agree to the risks and terms and conditions listed above.

Name:

Signature:

Date:

Unvaccinated dogs

Whilst every effort is made to maintain excellent hygiene and cleanliness protocols, please be advised, that due to the high number of dogs using the centre, any unvaccinated dog is at higher risk of contracting Parvo virus, leptospirosis, distemper and hepatitis/adeno virus.

I accept that The Complete Canine cannot be held responsible, if for any reason my dog contracts such virus or disease.

Signed: _____ Print: _____

Date: _____



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Risks of Hydrotherapy

Your dog will always be accompanied in the water by a qualified hydrotherapist, who will ensure potential risk are minimised, however, there are some risks associated with it.

Water intoxication – dogs can develop this by drinking too much water too quickly. Symptoms include: lethargy, vomiting, diarrhea, loss of coordination, seizures and even coma. Please seek veterinary care immediately if you suspect this.

Aspiration Pneumonia – occurs when a dog inhales foreign matter, such as gastric contents and water into their lungs. Symptoms include: coughing, gagging, vomiting, difficulty breathing and a blue tint to their lips and gums. In severe cases, aspiration pneumonia can be fatal, especially if it progresses to secondary drowning, where residual water trapped in the lungs continues to cause issues.

Please seek veterinary care immediately if you suspect this

Skin irritation – this can occur due to the use of chemicals in the pool water. Signs may include, itching, red blotchy skin, scabbing, sore areas or hair loss. We test the water three times daily to ensure the chemical levels are within acceptable levels for sanitation and safety.