



1. **Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at their owners' risk.**
2. **Dogs will not be treated without the prior authorisation of their veterinary surgeon.**
3. **Dogs with infectious or contagious conditions, such as ear, eye or skin infections, gastric upset, kennel cough and so on will not be treated. Owners are advised to cancel all appointments with at least 24 hours' notice, until the condition is clear. Normal cancellation conditions will apply.**
4. **Roots to Rehab cannot be held responsible for any loss or injury to any person or animal whilst being treated in the vehicle.**
5. **We reserve the right to cancel any appointments after such an incident as a dog defecating in the treadmill or technical difficulties with the van.**
6. **Owners are requested not to feed their dogs for at least 3 hours before attending an appointment, and to ensure the dog has emptied its bowels before arriving. A charge of £75.00 will be made for dogs that defecate in the treadmill as a deep clean of the treadmill will be needed.**
7. **Please ensure your dog has a clean coat prior to using the treadmill. I do not have the facilities available to bath dogs before treatment. I reserve the right to refuse to treat any dog with a dirty coat. Please note, the full treatment cost will be charged in such circumstances.**
8. **Roots to Rehab reserves the right to use video footage and photographic stills taken during sessions.**
9. **Owners are required to notify Roaming Roots if, during a course of treatment, the dog's injury or condition worsens, or if the veterinary surgeon advises that the treatment is stopped or suspended.**
10. **Roots to Rehab reserves the right to refuse treatment to any dog.**
11. **All treatment, including sessions being part of an insurance claim, must be paid for on the day of treatment.**
12. **Session fees will be charged in full if an appointment is broken or cancelled without 24 hours' notice.**
13. **Roots to Rehab will require seeing the vaccination certificate prior to commencement of treatment.**
14. **Please advise prior to appointments if bitches are in season, as treatment will need to be cancelled and rescheduled.**
15. **Insurance claims must be made by the client directly to their insurer.**

Signed..... Date.....