Waves Canine Hydrotherapy

REHABILITATION | FITNESS | FUN

New Client Form

Did you know that you can complete this form entirely online? Head over to: portal.wavescaninehydrotherapy.co.uk/signup.

Your Details

First let's some personal details which will allow us to create your account

First Name		Last Name	
Email Address		Phone Number	
Address			
Town		Postcode	
Emergency Contact Name		Emergency Contact Relationship	
Emergency Contact Number			
How did you find out about us?	Recommendation | Vet | Other Professional (e.g. Physiotherapist, Osteopath) | Facebook | Google | Driving Past | Other Advertising (e.g. Leaflets)		
Do you wish for us to send you details to access your account online?	Yes | No		

Your Dog

Dogs Name		Breed	
Colour		DOB	
Sex	Male | Female	Microchip Number	
Vet		Is Neutered?	Yes | No
Please send or bring us copies of your dog's vaccination certificates			
DHP Vaccination	Vaccinated | Not Vaccinated | Titre Test	Expiry Date	
Lepto Vaccination	Vaccinated | Not Vaccinated | Titre Test	Expiry Date	
Kennel Cough	Vaccinated | Not Vaccinated	Expiry Date	
Insured?	Yes | No	Insurer and Policy Number	
Allergies *Enter your dogs allergies, if any*			

Medical Conditions *Enter your dogs medical conditions, if any*	
Current Medication and Supplements *Enter your dogs current medication and supplements, if any*	
General Temperament (any likes, dislikes)	
Anything else we should know	

Client Consent

Please read thoroughly before signing. Included is important information relating to your session and vital health and safety information for our centre.

"We", "Us", "Our" means Waves Canine Hydrotherapy (Kent) Ltd
"You", "Your" means a Client signing this form, intending to bring their dog to Hydrotherapy Sessions

Liability

While every effort is made to ensure the safety and well-being of dogs during treatment, and to maintain the water and equipment to the highest standards, all hydrotherapy sessions, including swimming for fun or fitness, are provided entirely at your own risk.

We shall not be liable for any injury or damage caused to your dog during a hydrotherapy session, including but not limited to any claim arising from any condition of your dog that is either known or unknown to us, other than in respect of any injury or damage arising as a result of negligence.

Swimming can be dangerous and potentially fatal for dogs with some conditions such as spinal or cardio conditions. You must advise us of any changes to your dog's health or medication at the start of the session so that we can adapt the treatment we give.

Veterinary Consent

A Veterinary Consent Form must be completed, signed by your vet, and returned to us prior to your dog undergoing hydrotherapy treatment.

You are responsible for any charges made by your Veterinary Surgeon for the completion of Consent Forms as required by Us.

Sessions & Treatment

Our hydrotherapist will assess your dog each time, prior to starting the session. The length of the session will vary depending on your dog's age, breed, fitness level, health condition, and other factors.
The session time includes pre and post showering and drying.

If your dog has any temperament issues with either humans or dogs, you must advise us so that we can cater for them. Very aggressive dogs may not be able to swim, and we reserve the right to refuse to treat any dog which poses a threat to our team.

Cancellation Policy

We require 48 hours notice of cancellation, or your appointment will be charged in full. We reserve the right to cancel or change any session due to unforeseen circumstances such as a defecating incident, power failure, maintenance issue, or illness. We will do our utmost to contact you as soon as practically possible and will endeavour to reschedule your appointment at the next convenient time.

Your dog 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 diarrhea. You are required to cancel all appointments giving at least 48 hours' notice, in line with our policy, until the condition has cleared. Bitches in season will not be able to attend sessions until their season has finished.

Pre-Appointment

You must ensure that your dog has been to the toilet before their session. We advise that you arrive 10 minutes prior to your appointment time to ensure that your dog has had time to go to the toilet. You can walk them around the car park or grass area but must clear up after them. We reserve the right to charge £150 (including VAT) for any fouling in the pool or treadmill since we will have to close and cancel appointments to clean the pool or treadmill.

All dogs must be under control and on a lead at all times unless advised otherwise. You must wait either in your car or outside the centre, and a member of our team will greet you. Please be mindful of others leaving the centre and give them enough space. If you need help getting your dog out of the car, please ask, and we will be happy to assist.

You must not feed your dog for at least 4 hours before treatment and it is recommended not to feed them for two hours afterwards.

Please ensure your dog is clean and has been groomed before their appointment. We reserve the right to make an additional charge for dirty dogs which require significant washing before treatment.

When visiting our centre, you are advised to wear clean non-slip shoes and sensible clothing as the centre can become slippery when wet. We shall not be liable for any slips, trips, or falls, and you enter the centre at your own risk.

Personal Property

We will not be held responsible for any loss or damage to vehicles or personal property whilst on the premises.

Visitors and Children

Parents are responsible for their children's safety and behavior whilst on the premises, and they are to remain under the parent's close supervision at all times.

Similarly, visitors accompanying you are your responsibility since they will need to be made aware of all our health and safety requirements. If any children or visitors cause a disruption to your dog's hydrotherapy session, they may be asked to leave or wait outside.

Vaccinations

We require your dog to be fully vaccinated (or routinely titre tested) against Leptospirosis, Canine Distemper, Canine Hepatitis, and Canine Parvovirus. Whilst we make every effort to ensure hygiene and infection control procedures are in place, we are unable to guarantee that there will be no cross-contamination and will not be held liable for any such instance.

You may wish to consider vaccinating your dog against Kennel Cough, although it is not a requirement. If your dog does get the Kennel Cough Vaccine, we require it to be done at least 14 days before any sessions as it is a live vaccine and can spread easily.

Please allow at least 48 hours before and after your dog's session to apply topical flea or worming treatment to your dog, otherwise the water will wash away the treatment and thus make it ineffective.

Payments

All sessions must be paid in full at the time of the session. We accept either card or cash payments. Invoices can be provided on request and are available in your Client Portal. Block bookings must be paid in full at the time of purchase and used within 6 months from the date of the invoice; any sessions not used cannot be carried over. All sessions and block bookings are non-refundable.

Banned Breeds

In accordance with the law, if your dog is a banned breed type, we require the exemption certificate along with their public liability insurance information. They will also need to be kept on a lead and muzzled prior to exiting your vehicle and at all times when in the car park or grass area.

CCTV and Photography

CCTV with audio recording is in operation and operated in accordance with government guidelines. We reserve the right to use photographic material taken during sessions and to publish it on our website or other social media. Please talk to us if this is a problem for you.

Consent Updates

We may change or update these terms at any time and we will make you aware of any changes before your next session.

Emergency Procedures

You must familiarise yourself with the layout of the centre and our emergency procedures displayed. In the event of an emergency requiring evacuation, I understand that the assembly point is the car park and I will take my dog (on a lead) there along with any people I have with me.

Declaration

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

I consent to abide by terms set out above which I have read and understood, and I have been briefed about health and safety and accept the risks. I will not hold Waves Canine Hydrotherapy (Kent) Ltd or their team responsible for any loss, damage, or injury to myself, my dog, or my property.

I am happy for photographic material to be taken during sessions and I agree for this material to be used by Waves Canine Hydrotherapy (Kent) Ltd for their social media and website.

I consent to hydrotherapy treatment for my dog, and I have given all relevant medical and behavioral history to Waves Canine Hydrotherapy (Kent) Ltd and I believe the information to be correct. I consent to the Waves Canine Hydrotherapy (Kent) Ltd team consulting with my veterinary practice about my dog's condition. I also consent for Waves Canine Hydrotherapy (Kent) Ltd to share any information required for emergency treatment from a vet whilst at the centre. I will be liable for the full cost of treatment.

Signature	
Print Name	
Dogs Name	
Date	