



PLEASE READ THE FOLLOWING INFORMATION **PRIOR TO THE DAY OF YOUR APPOINTMENT**

ON ARRIVAL

We have parking spaces to the front and side of the building however they are all shared spaces with the rest of the building so you can park in any of the marked boxes (do not pay attention to the areas marked staff/visitors)

When you arrive please leave your dog in the car and let us know you are here. We may still have a dog on site from the previous appointment and if they or your dog is nervous or reactive we can try to avoid any stressful moments for them.

On entering the building, please ensure your dog is on a lead and that you keep hold of them at all times until instructed

On arrival we will complete the questionnaire and perform an initial assessment and health check, we will then proceed to the initial hydrotherapy treatment; either the pool or water treadmill.

The initial consultation & treatment will be scheduled for 60 minutes, subsequent treatments will be scheduled for 30 minutes

The initial assessment will include measurements of your dogs limbs, gait assessment and general health check.

Prior to your dogs swim they may be showered in warm water to remove any dirt and loose hair, and acclimatise them to water but it is not essential and we may opt not to do this

There are ramps leading to the treadmill, pool and shower unit for ease and safety

A qualified hydrotherapist will be with your dog at all times, for safety your dog should never enter the water without a member of staff.

The hydrotherapist gives the dog confidence and helps them to relax. We can assess their range of motion, provide physical support, monitor their progress and ensure their sessions are structured and beneficial

Your dog's initial swim may be very short, it is important to remember your dog may have a huge loss of condition and it is important we introduce and increase swimming time slowly and monitor their response. Swim times will increase regularly based on response. It is important to remember that swimming requires so much more effort than walking.

If the weather is cold we recommend you bring a warm coat/jumper for your dog to keep their muscles from getting cold afterward and on hot days use of a cooling coat would be advisable for the car journey

If you arrive late for your appointment we will have to judge if we can safely and effectively still fit your dogs treatment in. If you are very late or completely miss the appointment you may still be charged.

We will take videos of your dog to monitor their progress, we will also take photos which may be used in our in centre gallery and on our social media/website. Please inform us if you would prefer us not to use any photos.

A high number of dogs may come to our centre so we recommend all dogs are vaccinated and defleaed. We will maintain high levels of hygiene and sanitation; however it is at your risk and we cannot be held liable if your dog contracts any viruses or diseases

Payment is expected at the time of the appointment by cash or card, even if your pet is insured

We require 24hrs notice of cancellations, failure to do so will result in the full charge being made and if repeated future sessions may require payment in advance

IMPORTANT INFORMATION

It is important your pet is **starved for 2 hours prior to swimming and 1 hour prior to treadmill appointments**

Please ensure your dog has been for a short walk or a visit to the garden for toileting, there is a public park nearby if required (Shore Road, SO45 3GG). If your dog defecates in the pool we have to cancel all subsequent appointments for 24hrs in order to sanitise the water and you may be charged accordingly

Please do not administer any topical flea preparations for 48hrs prior to your appointment. If your dog has fleas you will need to reschedule their appointment until eliminated

If your pet has any other health conditions, please inform us prior to the appointment and bring any relevant medications with you

It is important to realise pressure of the water on your dog's chest and abdomen can affect their cardio-respiratory function, this along with the increased effort from exercise can be a risk if there are any undiagnosed or undisclosed heart, respiratory, or spinal condition/injury.

You will need to call us to rearrange your appointment if

- Your pet has an open wound
- Your pet has suffered from vomiting or diarrhoea within 48hrs
- Your bitch is in season
- Your dog has a contagious disease such as kennel cough

Please contact us if there is any change in your dog's condition so we may discuss this with your vet/advise you accordingly

There is no need to bring anything to your appointment other than your dog

COVID

Please ensure your dog is used to people wearing face masks, if they still become very reactive please let us know prior to the appointment

While restrictions have been eased and I am allowing owners into the building, I do ask that masks are still worn at all times and you remain behind the screens (pool gallery & reception), you will be instructed where to stand in the treadmill room and we have removed the door to open up the space for the time being. All dogs are limited to 1 owner.

We also ask you avoid touching surfaces where possible, use the hand sanitiser provided and maintain distance where possible. Please also use the APP at the door.

Please do not attend if you have been advised to shield, are isolating or have symptoms of COVID-19, please inform us of your situation and we will cancel your appointment free of charge

If you are arranging someone else to bring your dog for you, please ensure they are aware of the rules

If we are placed back in high tier restrictions;

The initial consultation will be held either by phone or online to reduce face to face contact depending on the tier we are in

If we are placed in a high tier there will be a drop off point by the door where you will find a secure attachment point, collar and lead. Please attach our collar and lead to your dog BEFORE releasing their own lead so they remain secure at all times. You will then need to step away from them so a member of staff can come close enough to bring them into the centre. You may watch through the window but please do not obstruct the pavement access or move around unnecessarily as it may distract and upset your dog.

Thank you for your co-operation