

## TERMS AND CONDITIONS

1. Although H.C.H take every care to ensure that water quality and maintenance of equipment is at its highest level, all dogs are swum at their owner's risk.
2. All swimming courses must be paid for in advance or on the 1<sup>st</sup> day of treatment including insurance claims.
3. If an appointment is cancelled without 24 hrs notice, full session fees apply.
4. Dogs will not be swum without authorisation of their veterinary surgeon.
5. Bitches in season will not be allowed to attend sessions until their season has finished.
6. Dogs with infectious or contagious conditions will not be treated until condition is clear.
7. Please do not feed your dog at least 3hrs before attending an appointment. A charge of £20.00 will be charged if a dog defecates in the pool.
8. Dogs must be kept on a lead at all times before and after swimming.
9. Owners are required to notify us if during a course of treatments, the dogs injury or condition worsens, or if the veterinary surgeon advises that treatment is stopped or suspended.
10. A vaccination record must be checked on your initial appointment.
11. It is the owner's responsibility to poop a scoop after their dogs whilst on company premises. Poop a scoop bags are available on request.
12. We cannot be held responsible for any loss or damage to personal property( including vehicles) what so ever when on company premises
13. We reserve the right to use video footage and photo stills during sessions.