



# Nadder Valley Animal Rehabilitation

## Terms and Conditions

Updated March 2025

### General:

- Dogs must always be kept on a lead unless you are told otherwise by a member of staff.
- Bitches in season will not be allowed to attend sessions until they are no longer symptomatic
- Pets with infectious conditions (e.g. Kennel Cough), open wounds or eye/ear conditions will not be allowed to have hydrotherapy. If your dog has an infectious condition of any type OR they have had a live vaccination, they will not be able to attend their session.
- Owners are required to notify Nadder Valley Animal Rehabilitation if, during a course of treatments, the dog's injury or condition worsens or if the veterinary surgeon advises that treatment is to be stopped.
- Pets will not be treated unless a referral form has been filled out and signed by your vet.
- It is the owner's responsibility to clean up after their pet whilst on our premises. (poo bags are available on request).
- All session fees must be paid for on the day or as a block payment (this includes insurance claims) we are able to accept credit card, debit card and cash.
- Nadder Valley Animal Rehabilitation will charge a full session fee for any appointment missed or not cancelled by giving 24 hours notice. It is at the discretion of the staff if a late arrival will be allowed to proceed with their session or if a missed appointment fee will be charged.
- Nadder Valley Animal Rehabilitation reserves the right to refuse to treat any animal at the centre.
- Nadder Valley Animal Rehabilitation will not be held responsible for any personal injury incurred whilst at the centre.
- Any children brought to the centre must be kept under close supervision of the parent/guardian at all times.
- Nadder Valley Animal Rehabilitation will not be held responsible for any loss or damage of any personal belongings (including cars in the car park) whilst at the centre.
- Nadder Valley Animal Rehabilitation reserve the right to use any photographic or video material taken at the centre.
- By signing, you also agree to us keeping and storing your data supplied on the registration form for the purpose of contacting you in the future if we were to send marketing emails (currently not undertaken).

### Hydrotherapy:

- Whilst every effort is made to ensure a safe swimming environment for your pet, they are swum entirely at the owner's risk.
- **Please ensure your pet has not eaten for at least three hours prior to your appointment.**
- **Please ensure your pet has been given the option of clearing their bowels prior to hydrotherapy.**
- Please ensure your dog arrives to the session clean and free from excessive dirt/ debris. If we need to shower your dog before their session this will take time out of treatment duration.
- Any defecation in the pool will result in a pool cleaning charge of £100 to cover pool closure.
- Owners are advised to wear suitable footwear (i.e. non slip shoes) whilst in the premises due to wet floors. If you wish to watch your pet swim, expect to get wet!

**Declaration:** By consenting to our terms and conditions, I am confirming that I am the owner to the pet named on the Signed Consent Form and give Nadder Valley Animal Rehabilitation permission to begin treatment in the form of hydrotherapy, physiotherapy &/or chiropractic. I have provided Nadder Valley Animal Rehabilitation with all the relevant medical and behavioural history and believe all information provided to be correct. I allow Nadder Valley Animal Rehabilitation to confer with my vet and any other professionals working for the benefit of my pet's health. I have read and understood the Terms and Conditions set out above.

Nadder Valley Animal Rehabilitation, The Gate House, Dinton Business Park, Catherine Ford Road,  
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