

## Client Veterinary Referral Form



Veterinary Surgeon – Please fill in the parts marked ‘Veterinary Details’.

Pet Owner – Please fill in parts marked ‘Owner Details’ and ‘Pets Details’ and sign to agree that you have read the attached terms and conditions.

Owners Details	
<b>Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Telephone</b>	
<b>E-mail</b>	

Pets Details					
<b>Name</b>		<b>Sex</b>		<b>Insured?</b>	
<b>Breed</b>		<b>D.O.B</b>		<b>Ins Company</b>	
<b>Colour</b>		<b>Vacc Expiry (or details of titre)</b>		<b>Policy No.</b>	

Veterinary Details	
<b>Veterinary Surgeon</b>	
<b>Practice Name</b>	
<b>Practice Address</b>	
<b>Telephone No.</b>	
<b>Summary of the dog's injury/condition, areas of caution, comments...</b>	
Please continue overleaf if required...	
<b>Please name any medication the dog is currently having</b>	
<b>IN YOUR OPINION, IS THE DOG NAMED ABOVE IN A SUITABLE STATE OF HEALTH TO UNDERGO HYDROTHERAPY TREATMENT?</b>	Yes/No  Signed: _____  Date: _____

<b>I/WE DECLARE THAT I/WE AM/ARE THE LEGAL OWNER(S) OF THE DOG NAMED ABOVE AND THAT THE INFORMATION SHOWN ON THIS FORM IS CORRECT. FURTHER I/WE HAVE READ AND FULLY ACCEPT THE TERMS &amp; CONDITIONS PRINTED OVERLEAF.</b>
Signed: _____ Date: _____

## **Canine Hydrotherapy – Terms and Conditions**

We want you and your pets visit to Bluewaters Pet Centre to be an enjoyable one. To ensure our centre runs safely we ask that you please read carefully through our terms and conditions. By bringing your dog for sessions at our centre you are agreeing to adhere by them. If you have any questions about any of the listed points please contact us and we'll be happy to go through them with you.

- Whilst every care is taken to ensure the safety of the dogs undergoing treatment all dogs receive hydrotherapy treatment entirely at their owners' risk and we reserve the right to refuse treatment to any dog that we feel would not benefit from hydrotherapy treatment.
- Dogs will not be treated without the prior authorisation of their veterinary surgeon.
- 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.
- A surcharge of £55.00 will be made for dogs that foul the pool. This is to cover cost of draining and cleaning the pool, as we will have to cancel further treatments that day. It is advised that owners do not feed their dogs within three hours of visiting the centre and that dogs are exercised prior to their visit.
- For their safety, when not undergoing treatment all dogs must be kept under control and must be on a lead at all times both in the therapy room and around the business centre.
- Owners are required to notify us if their dogs condition appears worse/ deteriorates, or if their vet advises to suspend or stop their treatment.
- When visiting the centre you are advised to wear sensible shoes and clothing. The pool room can become very wet during your dog's swimming session and the floor may become very slippery.
- Bluewaters Pet Centre cannot be held responsible for any loss or injury to any person, animal, possession (including vehicle) howsoever occasioned, whilst at the business centre. Our 24hr emergency vet is Vales Kidderminster (01562 822692) – any treatment must be paid for in full by the pet owner.
- Individual sessions must be paid for in full on the day of treatment prior to the session.
- We reserve the right to cancel any session; i.e. power failure, maintenance or illness. We will notify you by your preferred contact method in the event of cancellation giving as much notice as possible.
- We reserve the right to use video footage and photographic stills taken during sessions. If you would prefer not to have videos/photographs used for any reason please speak to us prior to signing.
- It is the owner's responsibility to clean up after their dogs, whilst on company premises and its surrounding environment.
- Session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
- In the interests of health and safety any children visiting the centre must remain with the accompanying adult at all times whilst on the premises.