

Terms and Conditions

- Running Free will only treat an animal with a completed veterinary referral form, this includes fun and fitness swims.
- Please do not feed your pet for 3 hours prior to the hydrotherapy session, and ensure that your pet has had ample time to toilet before their swim time. Any fouling in the pool may require us to close for cleaning and a £30 surcharge may be made. We also advise not feeding your pet for an hour after swimming.
- All treatment sessions must be paid in full, payment is due on the day of treatment, or up front as part of a block booking. Please note we cannot accept card payments at present.
- The cost of your treatment may be covered under your pet insurance, we recommend checking your cover with your insurance company before starting a programme of physiotherapy or hydrotherapy. Payment must be made to Running Free and then claims made to your insurance company (usually through your veterinary surgeon).
- We have a duty of care to all our clients. Patients undergoing treatment at Running Free must show evidence of annual vaccinations, or evidence of titre if annual vaccinations are not routinely done.
- We request that cancelations are made with at least 24 hours notice. Appointments that are missed or cancelled with less than 24 hours notice may be charged in full.
- Late arrivals will be treated only within their appointed time.
- Please be considerate to our neighbours; All dogs are to be kept on a lead and under control, please pick up your poo. Please only bring dogs who are to have treatment, no dogs are to be left in cars.
- There are several conditions under which we will not be able to swim your pet included in this are
 - Bitches in season
 - Open wounds
 - Skin or ear infections
 - 7 days after an epileptic seizure
 - 48 hours after sickness and/or diarrhoea

Running Free reserve the right not to swim your pet if deemed unfit. Please notify us as soon as your pet becomes unwell, or if your pets condition worsens after a therapy session.

- All patients will wear either a buoyancy aid or harness in the pool and be accompanied by a trained hydrotherapist. We cannot swim more than one dog at a time. Owners will not be able to go into the pool with their pet.
- In order to help maintain the water quality of the pool we request that your pet is clean for their session. Muddy dogs will not be allowed into the pool.
- We recommend that you bring a warm coat or blanket to wrap your dog in after their session, especially in cold weather. Although we do blow and towel dry your dog after their session, there will still be water in their coat. It is important not to allow them to get cold after their session.
- Please be aware that the floors may be wet and your dog may splash in the pool. We recommend that you wear suitable clothing and shoes with flat none slip soles.
- Running Free will not be held responsible for any damage to personal property or vehicle damage on the premises.

I have read and understood Running Free Animal Physiotherapy Terms and Conditions

Name

Date