

Melian Aqua Centre

TERMS & CONDITIONS

1. All dogs must have a Veterinary Referral form signed by their Veterinary Surgeon stating that they are in a suitable state of health to receive Hydrotherapy Treatment.
 2. Whilst every care is taken with all dogs receiving Hydrotherapy Treatment and in the maintenance of the water and equipment. All dogs enter the pool at the Owner's own risk.
 3. All dogs must be kept up to date with annual vaccinations and a card must be produced on request.
 4. Dogs should receive Veterinary health checks on a regular basis to ensure they are continually fit to swim.
 5. Owners are required to notify Melian Aqua Centre if, during a course of treatments the injury, or condition worsens, if medication changes, or if the Veterinary Surgeon Advices that the treatment is stopped or suspended.
 6. Melian Aqua Centre reserves the right to refuse treatment to any dog.
 7. Dogs with infectious or contagious conditions such as ear, eye or skin infections, kennel cough or vomiting, diarrhoea will not be treated.
 8. Please ensure your dog is relatively clean prior to swim.
 9. Do not feed your dog for at least two hours prior to swim and one hour after.
 10. All sessions, including insured dogs must be paid for on the day of treatment. (Non Refundable)
 11. Melian Aqua Centre reserves the right to charge for any appointment see details
- Up to 15 minutes late - **we will start the swim but your dog(s) will be required to leave the pool area on time to enable the next client's appointment to start punctually.**
Over 15 minutes late - **we may let the next client start their dogs swimming and try to fit you in at the end of their appointment. This will not always be possible to do. In either case the full charge will apply.**
Missed appointments - **The full charge will apply.**
Cancellations - **We require a minimum of 24 hours notice otherwise the full charge will apply.**
12. Melian Aqua Centre reserves the right to reschedule/cancel any appointment.
 13. All dogs within Melian Aqua Centre must be kept on the lead and under control at all times.

14. All dogs must be given a chance to exercise prior to appointment.
15. Owners are responsible for cleaning up after their dogs whilst on the premises and in the surrounding area. Bags are available on request.
16. For your information a Veterinary Surgeon is on call during the Centre opening hours.