



*Snowy's Canine Therapy Centre Limited*  
*The Stables*  
*Tilden Chapel Lane*  
*Smarden*  
*Kent*  
*TN27 8QN*

*Tel: 01233 434068 / 07341237716*

*Email: [info@snowyscaninetherapycentre.co.uk](mailto:info@snowyscaninetherapycentre.co.uk)*

*Website: [www.snowyscaninetherapycentre.co.uk](http://www.snowyscaninetherapycentre.co.uk)*

## SNOWY'S CANINE THERAPY CENTRE TERMS AND CONDITIONS

### 1. General Information

- ❖ On your first visit to Snowy's Canine Therapy Centre, you will be asked to sign a copy of these terms and conditions. A copy will be held on our records. Please let us know if you would like one for your own files.

### 2. Appointments and Cancellations

- ❖ Arrivals
  - Please arrive approx. 10 minutes before your scheduled treatment time.
  - If you arrive up to 10 minutes late, the session will still end at the scheduled time, and the full session charge will apply.
  - If you are over 10 minutes late, we will try to accommodate you, but this will depend on the day's schedule. The full session charge will still apply.
- ❖ Cancellations
  - Appointments cancelled with less than 48 hours' notice will be charged in full.
  - Refunds for prepaid sessions are at the discretion of management, based on the circumstances.
  - Block Bookings - Sessions must be used within six months of payment.
  - For cancellations of block bookings, a week's notice is required to receive a refund for unused sessions.

### 3. Treatment Policies

- ❖ The length of your dog's initial swim may vary from a few minutes to 20 minutes, depending on their condition and fitness. Future treatment times will also be assessed by the therapist.
- ❖ Dogs will not be treated without prior authorisation from your veterinary surgeon. This applies to all therapies, including hydrotherapy, physiotherapy, laser therapy, and more.
- ❖ Veterinary Compliance - Snowy's adheres to the Veterinary Surgeons Act 1966 and associated orders. We do not diagnose conditions; only a veterinary surgeon is legally permitted to do so.
- ❖ We abide by The Animal Welfare Act 2006 and the Dangerous Dogs Act 1991.

### 4. Health and Safety

- ❖ COVID-19: Please do not attend if you have COVID-19 or symptoms of illness.
- ❖ You will be given a safety briefing during your first visit. It is the handler's responsibility to follow all safety instructions.
- ❖ Dogs with contagious conditions (e.g., kennel cough, ear/eye infections, gastric upset) or bitches in season must not attend. Notify us at least 24 hours in advance if your dog is unwell.
- ❖ Wear non-slip shoes and sensible clothing, as the pool area may become wet and slippery.
- ❖ Avoid applying flea treatments on the day or day before your session.

## 5. Vaccinations and Medical Information

- ❖ All dogs must have an up-to-date vaccination certificate. If you choose not to vaccinate, attendance is at your own risk.
- ❖ Notify us of any changes to your dog's medication. Sessions must not clash with medication timings.
- ❖ Hydrotherapy involves physical exertion, which may stress a dog's respiratory or cardiac systems. Undiagnosed conditions (e.g., cardiac, respiratory, spinal) may pose additional risks.

## 6. Liability

- ❖ Snowy's Canine Therapy Centre is not responsible for
  - Loss or injury to any person, animal, or property while on the premises.
  - Loss or damage to vehicles or personal belongings.
  - Use of the car park is at your own risk.

## 7. Hygiene and Cleanliness

- ❖ Ensure your dog has toileted before arrival. Bags and bins are provided.
- ❖ A £30 surcharge will apply if your dog defecates in the pool, as cleaning may disrupt other appointments.
- ❖ Dogs must arrive clean and not muddy. Excessively dirty dogs may be refused treatment.

## 8. Behaviour and Control

- ❖ Dogs not undergoing treatment must be kept on a lead at all times unless in the designated Sniff and Stroll Field.
- ❖ Retractable leads must be kept short while in or around the centre.
- ❖ Please bring only the dog being treated. Do not leave any dog unattended in a parked car.
- ❖ Avoid bringing young children where possible.

## 9. Payment

- ❖ Payment for sessions must be made 48 hours in advance.
- ❖ Refunds for pre-paid sessions will be issued at management discretion.

## 10. Photography and Media

- ❖ Snowy's reserves the right to use photos and videos taken during sessions for marketing or educational purposes.
- ❖ Notify us in advance if you wish to take your own photos or videos during a session.

## 11. Emergencies and Closures

- ❖ Snowy's reserves the right to cancel sessions due to unforeseen circumstances (e.g., dog defecating in the pool, power failure, maintenance). Ensure we have an up-to-date emergency contact number.

### Important Reminders for Your Dog's Comfort

- ❖ Do not feed your dog for at least 2 hours before their session or 2 hours after treatment.
- ❖ Ensure your dog has evacuated both bowels and bladder before treatment.
- ❖ Encourage your dog to drink water after the session.
- ❖ Post-treatment, allow your dog to rest. Gentle lead walks may be required for a few days.

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Signature of Owner/Handler Full Name

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Print Owner/Handler Full Name

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Date