

IMPORTANT INFORMATION FOR CLIENTS

*Your Visit*

* Please keep your pet leashed at all times unless your therapist directs you otherwise. Please bring your dog on a 6’ or shorter leash – no retractable leashes, please.
* To reduce the possibility of accidental soiling of the pool and underwater treadmills, please potty your dog before leaving home and/or outside the facility upon arrival.
* Please brush your pet before coming for therapy. This can greatly reduce the amount of fur that ends up in our water and filters and in our gymnasium. We appreciate your consideration.
* We provide towels, but you may want to bring your own towels for the ride home. A dog coat or sweater is recommended in winter. A forced air dryer is available if needed; ask us.
* Be aware that there may be many dogs entering and exiting the building through the lobby area. Please keep your dog under control and advise us promptly if you need extra care or have a dog that “does not play well with others.”
* Please advise us if your dog has or develops skin problems. While most dogs are not affected by the bromine in the water, we can rinse your dog with clean water after aquatic therapy if needed.
* We recommend that you refrain from feeding your pet for four hours before and one hour after an aquatic therapy session.

*Terms and Conditions*

* Proof of up to date rabies vaccination is required.
* All treatment sessions, including those to be part of an insurance claim, must be paid for in advance. Individual sessions must be paid for on the day of treatment or packages must be paid for prior to or on the day of the first session of the package.
* A fee may be charged for appointments missed or rescheduled with less than 24 hour notice.
* Pets with infectious or contagious conditions (eye, ear, or skin infections) will not be able to use the therapy pool or underwater treadmills.
* Sensible, non-slip shoes must be worn in the aquatics room.
* No more than two adults may accompany a patient into the aquatics room.
* Children under the age of 7 are not permitted in the aquatics room. All children must be supervised and are not permitted to play on the therapy equipment.
* Whilst every care is taken to ensure a safe environment through proper maintenance of equipment and water quality, all pets receive treatment entirely at their owner’s risk.