



# K9 Hydro Services

## Earl Soham Hydrotherapy & Rehabilitation Centre

For appointments please ring: 01728 685755

### Veterinary Referral & Client Registration Form

Please complete **Sections A & B** and then pass this form to your Veterinary Surgeon, kindly requesting that **Section C** be completed and **faxed** to K9 Hydro Services on **01728-685983** or returned to the owner to bring with them to the Centre on their first appointment.

*Section A – Owners Details* (Please read the Terms of Business & sign your agreement below)

Name:	.....
Address:	.....
Post Code:	.....
Owners Signature	.....
Contact Telephone Number:	.....
Date:	.....

*Section B – Details of Dog*

Name:	.....	Insured:	Y N (Please circle status)
Breed:	.....	Insurance Company:	.....
Sex:	.....	Date of Most Recent Vaccination:	.....
DOB:	.....		

*Section C – Veterinary Practice*

Veterinary Surgeon:	.....	Brief Medical History of Dog:	.....
Practice Address:	.....		.....
Post Code:	.....		.....
Telephone:	.....		.....
Details of any Current Medication:	.....		

#### **Veterinary Surgeon's Declaration:**

In my opinion, the above detailed animal is in a suitable state of health to undergo Veterinary Physiotherapy, which may include hydrotherapy.

Name: ..... Signed: .....

Declaration Dated: .....



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### Terms of Business

All animals treated at K9 Hydro Services or at one of their UK mobile clinics require a signed Veterinary Referral Form. Please download and use the attached Consent Form and kindly request it to be faxed to the Centre (**Fax: 01728 685983**) prior to attendance or bring the Form with you on your first appointment.

Payments for all services are due on the day of the booked session. Payment methods include Debit cards, cheques or cash. Credit cards incur a 2% surcharge. Cheques should be payable to "K9 Hydro Services". A receipted invoice will be supplied.

We accept that, on occasions, booked sessions may have to be cancelled by owners or indeed K9 Hydro Services. In such circumstances and provided we are notified at least 48 hours in advance, we are unlikely to charge a cancellation fee. Should a client fail to inform us in advance and fails to attend for the pre booked appointment, then the session fee will be charged. K9 Hydro Services will make all efforts to contact owners if an appointment needs to be changed or cancelled, but will not accept liability for any losses or damages.

All dogs must have current vaccination status. No animal with an infectious or contagious condition will be treated at K9 Hydro Services. If your bitch comes into season, you must inform us as she will be unable to attend any booked hydrotherapy sessions, until her season is over.

It is very important that you do not feed your dog for at least 2 hours prior to a booked hydrotherapy session and you will be given specialist advice for protocols to follow after your session.

We have extensive facilities for our clients and their animals. Please ensure that you read and abide by the visitors health and safety information on entering the Centre. There is a toilet on the left of the lobby area for your use. There are extensive parking facilities available adjacent and in front of the Centre entrance. K9 Hydro Services take no responsibility for any damage, theft or injury caused by persons using the car park.

We have grassy areas around the Centre for you to toilet your dogs, please leave plenty of time for this on arrival and prior to your booked session. It is the owner's full responsibility to ensure their dog is fully toileted before attending their appointment and to clear up after their dog. The Centre has suitable bags available on request. If the pool is fouled, then there will be an additional charge of £35 to allow for closing the pool and extra cleaning.

Please keep your dog on a collar and lead at all times in the car park area and Centre. Although your dog may be generally well behaved, there could be other injured animals at the Centre which could be overwhelmed or hurt by normal friendly dog behaviour.

K9 Hydro Services will maintain the highest water quality at all times with Documentation on display in the Centre.

K9 Hydro Services are committed to providing a highly professional, caring and friendly service to all their clients and animal patients.