



compasscanineuk@gmail.com

General Terms and Conditions

1. Veterinary consent is required before Compass Canine can treat your dog, regardless of whether your dog has any existing conditions. Where possible, we need your vet consent and clinical notes at least 24 hours ahead of your appointment.
2. Whilst every care is taken of dogs undergoing treatment, and in the maintenance of the water and equipment, all dogs receive hydrotherapy treatment entirely at the owner's risk.
3. If you are unable to attend your appointment, please let us know as soon as possible and no later than 24 hours before your appointment. Failure to do so may result in you still being charged.
4. Please do not feed your dog for at least two hours prior to your appointment. You should also not feed them for two hours after their treatment.
5. Please try to ensure that your dog has toileted before entering the building. You must clean up after your dog, and poo bags will need to be taken with you and disposed of accordingly.
6. We are unable to treat any dogs suffering with infectious, contagious or gastric diseases. This includes, but is not limited to, kennel cough, eye or ear infections, fleas and skin infections.
7. You must update us with any changes to your dog's condition, or if your vet advises treatment should not continue. Please also keep us updated with any changes to medication.
8. Bitches in season will not be able to attend for treatment until their season has finished.
9. There will never be more than one dog in the pool at a time, and owners are not permitted in the pool. You are welcome to stand by the pool and encourage your dog as needed.
10. Compass Canine reserves the right to withhold treatment to a dog.
11. Your dog will be dried off as best as possible after their treatment, but you may want to bring additional towels and/or a coat to dry them more thoroughly. This is especially important when the weather is colder.
12. You are responsible for the behaviour of any children visiting the centre with you. If it is felt that their presence is detrimental to the treatment of your dog, they may not be allowed to return.
13. Please wear sensible, non-slip shoes when visiting the centre as the floor may be wet or slippery.
14. Compass Canine can not be held responsible for any loss or damage to vehicles or personal property while on our premises.
15. Any video or photos taken whilst in the centre may be used for marketing and/or shared on social media unless you explicitly state that you do not wish for them to be used.