



Terms and Conditions

Thank you for choosing Plumpton Canine Therapies Centre.

We kindly ask that you read through the contents carefully.

1. Animals must be over 16 weeks of age and will not be treated without prior authorisation and completion of a consent form by their veterinary surgeon.
2. Please arrive with enough time before your appointment to give your pet a chance to empty their bowel and bladder, and please clean up after your pet.
3. If your pet defecates in the pool, we reserve the right to charge £50 as the pool/treadmill will need to be closed for thorough cleaning.
4. 48 hours' notice of cancellation is required for a full refund.
5. If you arrive up to 10 minutes late your pet's session time may be reduced accordingly. If you are over 10 minutes late, we may not be able to accommodate your session, however the full session charge may still apply.
6. For hydrotherapy sessions, the length of time in the water will be 30 minutes within a 45-minute session. Active swimming time will be influenced by factors such as your pet's health condition, age, breed and fitness level. Your pet will be assessed during each session to ensure that the length of treatment is suitable for your pet.
7. You are required to notify us if, during the course of treatment, your pet's condition or injury worsens, or if the vet advises that the treatment is stopped or suspended.
8. Health checks are carried out before each treatment. If we think that your pet is unwell, treatment will not commence. You will not be charged for this session.
9. Dogs with infections or contagious conditions, such as kennel cough, parvo virus, ear, eye or skin infections, or with open wounds or suffering with any sickness or diarrhoea will not be swum. Owners are advised to cancel appointments until the condition is clear.
10. Bitches in season will not be able to attend sessions until their season has finished.
11. Please allow at least 48 hours before and after your pet's session to apply topical flea or worming treatment to your pet, otherwise the water will wash away the treatment and make it ineffective.
12. You are required to notify us of any handling issues or dislikes that your pet might have to safeguard our staff, students and your pet.
13. Please do not to feed your pet at least 2 hours prior to the appointment.
14. Pets will be dried off after treatment using a dryer or towel as appropriate, however they still may be damp. We strongly advise they are kept warm at home until they are thoroughly dry e.g. by using a drying coat.
15. Dogs must be always kept on leads within the centre and whilst on Plumpton College grounds. If your pet is unable to wear a lead/collar/harness because of their condition, please inform us in advance of your visit.



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16. You are not allowed to enter the water with your pet however you are welcome to provide encouragement and support from the side.
17. We reserve the right to cancel or change any session due to unforeseen circumstances such as a pet defecating in the pool, power failure, maintenance or staff illness. We will contact you as soon as possible if this occurs and a full refund will be issued.
18. All therapy treatments must be paid in full, at the time of the session. Block booked sessions must be used within six months of payment.
19. You are advised to wear clean non-slip shoes and sensible clothing as the pool area can become slippery and wet during your pet's swimming session.
20. Plumpton College cannot be held responsible for any loss or injury to any person or animal however this occurs, whilst on our premises. Additionally, Plumpton College cannot be held responsible for any loss or damage to vehicles or personal property whilst on the centre's premises.
21. Please be respectful by ensuring your pet is clean.
22. Plumpton College will not accept rude or intimidating behaviour and reserve the right to refuse treatment to your pet and to require you to leave the premises. All visitors must comply with all instructions given by staff.
23. Please only bring the pet that is being treated with you. Please do not leave any animal unattended in a parked car.
24. Plumpton College shall not be liable for any injury or damage caused to your pet during a session, including but not limited to any claim arising from any condition of your pet that is either known or unknown to us, other than in respect of any injury or damage arising as a result of Plumpton's negligence.
25. During your pet's rehabilitation programme, we are obliged to provide your referring vet with an update on your dog's progress. We provide an initial consult report and a progress report following 10 sessions and 6-month report thereafter. In some cases, your insurer may require a copy of this information. We will request an up-to-date referral every 6 months automatically if your pet is still attending hydrotherapy. We do not share any other information with any third-party companies.
26. Unvaccinated dogs only: I confirm I have been advised that due to the high number of dogs using this centre my unvaccinated dog is at risk particularly from Parvo virus, leptospirosis, distemper and hepatitis/adeno virus. I accept that whilst every effort is made to maintain good hygiene, this centre cannot be held responsible if for any reason my dog contracts such virus or disease.
27. Photographs and videos may be taken of your pet for our website or social media pages. If you do not want your dog's pictures/videos to be used, please notify us at your first session.
28. We may change or update these terms and conditions at any time.