

## Terms & Conditions

1. Whilst every care is taken of the dogs undergoing treatment and in the maintenance of the water & equipment, all dogs receive treatment at their owner's risk.
2. Woof 'n' Water Ltd reserves the right to use photos and video footage taken during sessions or on the premises.
3. Dogs should be vaccinated and certificate is to be produced if requested.
4. Dogs should have regular Veterinary checks to ensure they are fit to swim.
5. No dog shall be brought to the centre when it is known that it is unwell or unfit to receive treatment.
6. Woof 'n' Water Ltd reserves the right to refuse treatment to any dog.
7. Dogs are to be relatively clean when brought to the centre. Should a dirty/muddy dog be brought, it will be washed first for which there will be a £10 charge.
8. All treatment courses, including those to be part of an insurance claim, must be paid for in advance, unless agreed with Woof 'n' Water Ltd. Individual sessions must be paid for on the day of treatment.  
**PLEASE NOTE:** Discounts or Special Offers do not apply when sessions are subject to insurance claim.
9. Session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
10. Dogs with infectious or contagious conditions, such as Ear, Eye or Skin infections, will not be treated. Owners are advised to cancel all appointments with at least 24 hours notice until the condition is clear. Normal cancellation conditions apply.
11. Owners are required to notify Woof 'n' Water Ltd if, during a course of treatments, the dog's injury or condition worsens, or if the veterinary surgeon advises that the treatment is to be stopped or suspended.
12. When not undergoing treatment all dogs will be kept under control and must be on a lead.
13. It is the owner's responsibility to clear up after their dogs, whilst on the premises & in the surrounding area. Bags are available if required.
14. Woof 'n' Water Ltd cannot be held responsible for any loss or damage to vehicles or personal property, howsoever occasioned, whilst on premises.