

Please read this important safety information - it applies to our entire premises, including the outside and car park areas.

For your protection, and ours, we have CCTV cameras covering outside areas, reception, the hydrotherapy centre and physiotherapy treatment room. We retain video footage for our records.

INFECTION CONTROL and VACCINATIONS

- I will inform Suffolk Canine Country Club IMMEDIATELY if my dog contracts any infectious or contagious disease (eg. kennel cough).
- I will not bring ANY dog to Suffolk Canine Country Club which has contracted or been knowingly exposed to any infectious or contagious disease.
- You must inform us if your dog has been vaccinated - particularly with KENNEL COUGH vaccine, as this is normally given as LIVE VACCINE and your dog should not mix with others for 3 DAYS. Please understand we have vulnerable dogs attending Suffolk Canine Country Club – particularly those receiving chemotherapy, or those who are geriatric or juvenile.
- Spot flea and tick treatments can contaminate our water and also may be ineffective if a dog swims. So please leave 4 DAYS after application before attending an appointment.

CHANGE OF CIRCUMSTANCES

I will inform Suffolk Canine Country Club of any changes to medication, any surgical procedures or changes in veterinary advice affecting my dog. I understand that any of these changes may affect the type and duration of treatment. I will inform Suffolk Canine Country Club if my dog is receiving treatment elsewhere. eg . physiotherapist, acupuncture vet, chiropractor, osteopath, massage treatment, etc.

DISCUSSION OF RISKS

Physical exercise together with the pressure of the water on the chest and abdomen, can put more stress on your dog's cardiovascular and respiratory functions. If there is an undiagnosed cardiac or respiratory condition, your dog could be at risk. Whilst all due care will be taken, if your dog has a diagnosed or undiagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

HEALTH AND SAFETY - DOGS

Always have a collar and/or harness on your dog. Dogs without collars or a means of restraint pose a serious health and safety risk to members of staff, other clients and their dogs.

Keep your dog on a lead at all times until a member of staff tells you that it is safe to release or hand over to a member of staff.

If you are not strong enough or have problems controlling your dog, please ask a member of staff for help.

Always check with us before bringing your dog into the pool or underwater treadmill room's. Your dog might be wonderful with other dogs but not all dogs are. Please remember that we have injured dogs on the premises that can feel threatened or could be hurt by normal friendly behaviour.

Staff members are under strict orders regarding collars, leads and control of dogs - please listen to them. These rules are for everyone's safety and comfort. Clients who have been warned and continue to ignore staff instructions to check before entering the pool or underwater treadmill room's and/or control their dog(s) will not be allowed to continue using our facilities.

CLEANLINESS

If your dog poops - please clean up and dispose of bags. Ask if you need a poop bag or help; we do not mind, as accidents can happen with elderly, young or disabled dogs.



Dedicated Professional Canine Services

HEALTH AND Safety: Humans

It has been explained to me that I may be asked to walk, **run, or** participate in exercises/therapy to motivate my dog, and I understand there are trip/slip hazards, including other people and dogs present. I have been advised that I should wear suitable non slip footwear. I will inform Suffolk Canine Country Club if I am unable **or** unwilling to participate. I will also inform Suffolk Canine Country Club if I have any disability or medical condition that limits my ability to participate or puts me at greater risk of injury. I understand that I am responsible for the safety of people/visitors accompanying me whilst at Suffolk Canine Country Club, as they may not be familiar with procedures and hazards that I have made them aware of.

APPOINTMENTS

Late arrivals Up to 15 minutes late - we will start the session or appointment but your dog will be required to leave the pool area or consult room to enable the next client's appointments to start punctually.

If you are over 15 minutes late, we may try to fit you in for part of the hydrotherapy session or in the next appointment slot, but this will not always be possible. In all cases, the full charge will apply. Missed appointments: The full charge will apply Cancellations. We require a minimum of 24 hour notice; otherwise, the full charge will apply. You may notify us by telephone or email.

DECLARATION:

I hereby give permission for my dog to receive treatment at Suffolk Canine Country Club. I have given all relevant medical and behavioural history to Suffolk Canine Country Club and believe the information given to be correct. I give permission for Suffolk Canine Country Club to exchange information with any veterinary professionals involved in my dog's care and this may include condition, behaviour and treatment. I agree to abide by all the Terms and Conditions which have been explained and discussed with me by a member of staff. (signature below):

Patient name: [Dogs Name]

Client name: [Patient Legal Full Name]

Clients signature..... Date Version 3 updated 21/08/2022