

Terms & Conditions



1. Introduction

1.1 These Terms and Conditions (hereinafter referred to as "Terms") govern the provision of hydrotherapy services by The Therapy Barn (hereinafter referred to as "the Centre").

1.2 By utilising our services, you (hereinafter referred to as "the Client") agree to be bound by these Terms.

2. Services

2.1 The Centre provides hydrotherapy services for animals, including but not limited to dogs, cats, and other pets (hereinafter referred to as "the Animal").

2.2 Services are provided based on a prior appointment and availability. The Centre reserves the right to refuse service to any Animal or Client.

3. Eligibility and Requirements

3.1 Animals must have a signed and dated veterinary referral form before any treatment commences.

3.2 The Client must provide the Centre with a complete and accurate medical history of the Animal, including any relevant health conditions, medications, and past injuries.

3.3 The Client is responsible for ensuring the Animal is free from contagious diseases or parasites.

4. Appointments and Cancellations

4.1 Cancellations must be made at least 24 hours before the scheduled appointment.

Failure to do so will result in a cancellation fee.

4.2 We reserve the right to cancel any appointment after an incident (for example if a dog has defecated in the pool or a power cut) as we will not risk the safety of the animal or owner.

5. Payment

5.1 Payment must be made before, or at the time of appointment. The Centre accepts cash and credit/debit cards.

5.2 We do not accept direct insurance claims although we can assist in the reimbursement of fees from an insurance company.

6. Liability and Insurance

6.1 The Centre will take all reasonable precautions to ensure the safety and well-being of the Animal during hydrotherapy sessions.

6.2 The Client agrees to indemnify and hold the Centre harmless from any and all claims, damages, or injuries that may occur to the Animal during the provision of services.

6.3 The centre reserves the right to use videos and/or photographs taken during sessions for marketing purposes.

7. Client Responsibilities

7.1 The Client must ensure that the Animal arrives on time for appointments, clean, and appropriately groomed.

7.2 *Please do not feed your dog for at least TWO hours prior to attending the appointment.*

7.3 It is the owner's responsibility to ensure that the animal is fully toileted before attending their appointment. A charge can be issued for defecating in the pool to cover the costs of cleaning the pool and cancelled subsequent appointments.

7.4 Bitches in season will not be able to attend until their season has finished.

7.5 The Client must promptly inform the Centre of any changes in the Animal's health or behaviour.

7.6 The Client agrees to follow all instructions provided by the Centre's staff regarding the care and handling of the Animal.

7.7 The owner takes full responsibility for the animals behaviour whilst in the premises and will be held liable for any damage caused to humans, other animals or equipment. Animals must always remain on leads when not in treatment.

7.8 Due to a high number of animals using the facility, we recommend that all animals are up to date with vaccinations. The centre cannot be held responsible if for any reason the animal contracts a virus or disease.

7.9 When visiting the centre it is advisable to wear sensible non-slip footwear and take extreme care as the floor may become wet during treatment sessions.

By engaging with our services, you acknowledge that you have read, understood,

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and agree to be bound by these Terms and Conditions.