

4 Paws Hydrotherapy Centre

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Pre-Swim Information

Preparation for your Hydrotherapy session:

- Please do not feed your pet for at least 2 hours before and after each session.
- Your pet will be rinsed after its session. If you would like us to shampoo them, please bring some with you. Please also bring a towel with you for us to use to dry your dog after it's session.
- If the weather is cold, please bring a coat for your dog to wear on its journey home to help keep it's muscles warm.
- Please contact us to postpone the session if your pet:
 - Is a bitch in season.
 - Has an open wound.
 - Has suffered from vomiting and diarrhoea in the last 48 hours.
 - If your dog has a contagious condition such as kennel cough.
- Please make sure that your pet has toileted before its session, defecation in the pool or UWT means that all sessions for the next 24 hours will be cancelled whilst the water is treated, therefore a penalty will be charged.
- Please contact us prior to a session if there have been any changes in your dog's health since their last session. This will allow the hydrotherapist time to contact your veterinary surgeon to discuss any issues.
- If your dog requires any emergency medication for a condition such as Epilepsy, please make sure that you bring it with you to each session.
- Flea treatments must not be administered on the day or day before your dog swims as the water in the hydrotherapy pool will wash them off making them in-effective.

Cancellation Policy: Reasonable notice (24 Hours) must be given if you are unable to attend your appointment. If any appointments are missed without such notification then the session fee will still apply. We may also request that future appointments are paid for in advance.

What to Expect:

- Outside the unit there are allocated parking spaces marked C. Please park in one of these, there are clear '4 paws' signs on these spaces.
- Following Covid-19, we are asking all owners to wait outside whilst we treat their pet. When you arrive, please wait in your car until a member of staff notifies you that we are ready for you. Please then take your dog to our toileting area to ensure they have been before their session.
- When inside the centre, please place your dog on the red hook, attached to the reception desk and step away so we can change them into one of our collar and leads.
- Your initial assessment will take up to 40 minutes and will consist of either physiotherapy and hydrotherapy treatment, or just one of the treatments depending on what is suitable to the dog condition. Subsequent sessions will be for 30 minutes.
- Before entering the pool or aquatic treadmill, your dog will be given a health check and showered to warm the muscles. We will also take muscle measurements which will be checked again after every 5 sessions whilst they are coming for rehabilitation. They will then be fitted with a flotation jacket or harness.
- The pool and aquatic treadmill have been carefully designed with ramp entry and exit for ease of access and safety post-surgery.
- The welfare and safety of your pet is our main priority, therefore a qualified hydrotherapist will be in the pool with them at all times. This will initially help them relax and it enables the hydrotherapist to monitor their range of motion and help them get the maximum benefit from each session whether it is for pre-operative, post-operative or for fitness.
- Initially, your dog will only be in the water for a very short period of time (Possibly a few minutes). This is for safety and recovery assessment. The effort required in water is a lot more than on land. 5 minutes of swimming is the equivalent to a 30 minute walk! The length of time your dog is in the water will increase as their health and fitness improves.
- After the session, your dog will be showered and towel dried using the towel you bring with you.
- Payment for each session will need to be made on the date of the session or before by contactless card payment. We are unable to accept cash payments.
- Please ensure that you arrive on time for your appointment. Up to 10 minutes late, we will start your session but it will have to finish on time. Over 10 minutes late, we will do our best to fit your session in, however, this may not always be possible. In either case the full session charge will still apply.
- 4 Paws hydrotherapy centre reserves the right to use any still or video photography taken during the sessions as it requires (usually for promotional purposes). Please notify us if you would not like us to use this footage.

- Please note that if your pet has been referred for a fun and fitness session, if there is a condition present, we will not be treating it for this condition. If you would like a specific condition treated in the pool, your vet will need to complete a 'Hydrotherapy and Physiotherapy' referral form which can be downloaded from our website.
- Please be aware that physical exercise with the pressure of the water on the chest and abdomen can put stress on your dog's cardio 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.
- Owners and animals make use of the pool entirely at their own risk. 4 Paws Hydrotherapy Centre do not accept responsibility for an injury to owner or animal whilst using the hydrotherapy pool or aquatic treadmill and can accept no responsibility for loss or damage of personal belongings whilst on the premises.
- Due to a high number of dogs using the hydrotherapy pool and aquatic treadmill, we recommend that all dogs are vaccinated. An unvaccinated dog is at risk of Parvo Virus, Leptospirosis, distemper and hepatitis/ adeno virus. Whilst every effort is made to maintain good hygiene, 4 Paws Hydrotherapy Centre cannot be held responsible if for any reason a dog contacts such virus or disease.

General Data Protection Regulation: We only keep non-sensitive information on file: Name, Address, Telephone number and Email address. We store this information securely and never pass it onto a third party without your permission. This would only be in connection with treatment of your animal. If you would ever like to see the information that we keep for yourself, please ask and we shall share it with you. If you ever want your details removed from our system, please let us know.