



Veterinary Referral Form

Owner information			
Name:			
Address:			
Postcode:			
Home telephone:		Mobile telephone:	
Email:			

Pet details			
Name:			
Breed:			
Colour:			
Sex:			
D.O.B:		Insurance company:	

Vet details – to be completed by veterinary surgeon			
Name:			
Practice name & address:			
Postcode:		Telephone:	
Summary of injury / condition(s):			
Investigations / treatment plan / medication:			
Additional notes:			
Vet report required:	Y / N (please circle)	Follow up appt needed:	Y / N (please circle)

Vet declaration		Owner declaration	
I consent to this animal having an assessment and appropriate treatment. I understand that the provision of insurance for this is the responsibility of SP K9 Therapy Ltd.	Signed:	I declare that I am the legal owner of the pet named above and that the information shown on this form is correct. I confirm I have read and understood the Terms of Service printed overleaf.	Signed:
	Printed:		Printed:
	Date:		Date:

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Terms of Service

By confirming your appointment, you are agreeing to our Terms of Service stated below:

- i. If your pet is coming to our centre for rehabilitation, we require a completed 'Veterinary Referral Form'. According to The Veterinary Surgeons (Exemptions) Order 2015, an animal therapist can only treat animals by veterinary referral. Hydrotherapists act under the same rules. 'Rehabilitation' includes, but is not limited to, treatment post-surgery, injury and illness, weight loss, arthritis, elderly patients, psychological wellbeing and pain management.
- ii. If your pet is coming to the centre for performance enhancement, or hydrotherapy for fitness / fun / puppy swims / water confidence, we require a vet-signed 'Fit to Swim Form'. Pets will not be able to use our facilities without the prior agreement of their vet.
- iii. Treatment fees are payable at each session in cash or by card.
- iv. Many insurance companies will reimburse costs for veterinary hydrotherapy and physiotherapy; however, you are advised to check your policy before booking an appointment. In most instances you will need your vet to countersign your claim form for these types of treatments.
- v. Cancellation conditions - a full 24 hours cancellation notice is required or you are liable to pay the full treatment price. Missed appointments must be paid in full.
- vi. We reserve the right to cancel any appointment due to power outage, maintenance or illness.
- vii. Appointment sessions last 30 minutes in total; including assessment, washing / rinsing and the hydro-session combined.
- viii. Pets must be clean, brushed and toileted prior to their sessions. You must clean up any accidents in or around our centre. A surcharge of £50 will be applied if your pet fouls in the pool or water treadmill. This will contribute towards the cost of draining and cleaning the equipment as we will have to cancel any further appointments that day. Puppies must be toilet trained before visiting our centre.
- ix. You are required to notify us if your pet's condition worsens or if your vet advises to pause or stop treatment.
- x. Pets must be up-to-date with vaccinations, flea and worming treatments and can be checked upon request.
- xi. We reserve the right to refuse treatment to pets with a contagious condition including, but not limited to, ear, eye & skin infections, gastric upset, kennel cough, hookworm and fleas. You are advised to cancel your appointment at least 24 hours in advance and until the condition is clear. Normal cancellation conditions apply.
- xii. For their safety, dogs must be kept on leads and under control at all times whilst at our centre when not undergoing treatment.
- xiii. Our policy is that we only allow one dog in the pool at any one time.
- xiv. For insurance reasons, only trained and qualified hydrotherapists are allowed in the pool.
- xv. We reserve the right to refuse treatment to any pet we feel would endanger the therapist through nervous aggression.
- xvi. You are advised to wear suitable clothing and non-slip footwear as it can get quite wet in our centre from hydrotherapy activities.
- xvii. Our facilities are used at your own risk. SP K9 Therapy Ltd cannot be held responsible for any injury, loss or damage to any person, pet or possession including vehicles.



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- xviii. Whilst every care is taken during treatments, pets do so entirely at their own risk.
- xix. For health & safety reasons, any children visiting our centre must be with the accompanying adult at all times.
- xx. To avoid sickness and/or potential health concerns, leave at least 2 hours before and 2 hours after your pet's hydrotherapy appointment without giving them food. Drinking water is fine throughout. We may offer your pet a small healthy treat as a reward after their treatment/swim, please let us know when you arrive if this is not suitable for your pet.
- xxi. We have a pet shower, and we request you bring a towel to dry your pet off, and also pet coat that your pet can travel home in.
- xxii. C.C.T.V is operational around the centre for both security and training purposes, in order to protect the therapist, client and owner.
- xxiii. We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our centre. If you would prefer not to have photographs/video taken of your pet for any reason please notify us when you arrive for your appointment.

For more information please visit www.spk9therapy.co.uk