



## Canine Aquatic Center

### Policies & Procedures

#### Please Initial:

\_\_\_\_\_ **Appointments.** All sessions are by appointment only and run on time. Please arrive 10-15 minutes early so you can potty your dog and be ready for your session. If you are late, your session will be shortened accordingly. First time clients should arrive 20 minutes early.

\_\_\_\_\_ **Leash.** All dogs must be on a leash when on CAC property unless they are being supervised by a therapist in the pool.

\_\_\_\_\_ **Right to Refuse Service.** Canine Aquatic Center, at its sole discretion, reserves the right to refuse or suspend services for any reason.

\_\_\_\_\_ **Age and Spay/Neuter.** Dogs of any age are welcome at Canine Aquatic Center. When in heat, female dogs will not be allowed to participate in any type of swim session.

\_\_\_\_\_ **Flea Control.** If a topical flea treatment is used, it must be applied no less than 4 days prior to a swim session.

\_\_\_\_\_ **Grooming.** Dogs should be clean, recently brushed, and have their nails trimmed and filed.

\_\_\_\_\_ **Cancellation Policy.** There is no reimbursement for missed visits. If you need to reschedule an upcoming appointment, you must provide a minimum of a 24 hour notice for us to refill the scheduled appointment time.

\_\_\_\_\_ **Transaction Policy.** Payments can be made online in advance or in the office no later than the time of the scheduled appointment. We accept cash, checks, and all major credit cards. The Canine Aquatic Center reserves the right to change policies, procedures, services, and fees without notice. We will attempt to notify you of these changes, but it is ultimately your responsibility to be aware of current policies and rates.

\_\_\_\_\_ **Feeding.** Dogs should not be fed 4 hours prior to their swim time; 8-10 hours may be necessary if your dog has bowel control issues. You must let us know if your dog has bowel control issues.

\_\_\_\_\_ **Potty Requirements.** Dogs must relieve themselves before entering the pool. Solid excrement in the pool immediately cancels the session and shuts the pool down. Session payment is non-refundable. A \$150 surcharge will be assessed to partially cover the cost of cleaning the pool.

\_\_\_\_\_ **Pre or Post Surgery Swims.** We require a written veterinary clearance to swim your dog if your dog is scheduled for surgery within 1 month of the swim or is swimming post-surgery. We cannot swim any dog with sutures or staples in place.

By signing below, you acknowledge receipt of and adherence to the above policies.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_