

## **Terms and Conditions of Kernow Paws Rehabilitation**



Animals will not be treated without the prior authorisation of their Veterinary Surgeon.

All treatment courses, including those to be part of an insurance claim, must be paid for in advance. Individual sessions must be paid for on the day of treatment.

Missed appointments – the full charge will apply.

Cancellations – 50% within 24 hours, no charge over 24 hours.

Any animal with infectious or contagious conditions, such as ear, eye, skin infections, fleas, gastric upset, kennel cough and so on, will not be treated. Owners are advised to cancel all appointments until the condition is clear. Owners are requested not to feed their dog for at least 2 hours before attending an appointment, and to ensure that the dog has done its ablutions before arriving or in the exercise area provided. A surcharge of £15 will be made for animals that defecate in the pool or treadmill. We also advise not to feed for approx. 2 hours after treatment.

Owners are required to notify Kernow Paws if, during a course of treatments, the animal's injury or condition worsens, or if the Veterinary Surgeon advises that the treatment is to be stopped or suspended.

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

Kernow Paws reserves the right to refuse treatment to any animal.

It is the owner's responsibility to poop-a-scoop after their dogs whilst on our premises and its surrounding environment. Bags are available on request.

When not undergoing treatment all dogs must be kept under control and be on a lead at all times whilst on the premises.

Kernow Paws (Gemma Whiston) cannot be held responsible for any loss or damage to vehicles or personal property, howsoever occasioned, whilst on our premises.

Kernow Paws (Gemma Whiston) cannot be held responsible for any loss or injury to any person or animal, howsoever occasioned, whilst on our premises.

Kernow Paws (Gemma Whiston) reserves the right to use video footage and photographic stills taken during sessions, verbal permission will always be obtained beforehand.

When visiting Kernow Paws you are advised to wear sensible shoes with non-slip soles if possible. The floors in the treatment rooms do become very wet during the day and may become slippery.

Children must be quiet so as not to distract the animal during their treatment.