



## Paradise Pet Spa

### Spa Policies and Procedures

Thank you for choosing Paradise Pet Spa for your canine's therapeutic needs. We want you and your canine to experience a stress-free and relaxing session. In order to accommodate everyone and ensure your visit is as pleasant as possible, please read the following information. If there is anything we can do to make your future visits even more enjoyable, please feel free to let us know.

#### Preparing for your visit:

- **Always consult your veterinarian** to see if warm water therapy and/or massage are appropriate for the health of your dog. Some medical conditions limit or would be considered contraindicated for this type of therapy.
- **All dogs** enter the pool at **owner's own risk**.
- **No food/ treats** at least **4 hours** prior to swimming. This is important; by doing so, it will reduce the possibility of an accidental defecation in the pool and will significantly reduce the chances of bloat. It is also important to give your pet an adequate potty walk or amount of time outside prior to your swim appointment. Please ensure that he/she has a bowel movement within that time frame. If not, please inform your swim instructor. If your canine has bowel incontinence issues you may need to manually express their bowels. Your veterinarian can show you the proper technique. Due to health considerations, we reserve the right to charge a fee up to \$250, if your dog defecates in the pool. This fee covers cleanup costs and draining of pool.
- **Brush your canine** prior to your swim appointment. Doing so will greatly reduce the amount of hair in the water, especially during shedding seasons. The client after you and your swim instructor will greatly appreciate your consideration. We strongly recommend removing all mats prior to swimming; your canine will thank you.
- **Please keep your canine's nails trimmed**. This will help with traction and allow your canine to properly stand. However, avoid trimming them the day of your appointment, as they will be sharp and can possibly cause injury to swim instructor.

#### Upon arriving at the spa:

- Please arrive a few minutes prior to your session and give your canine a sufficient potty walk. Car rides can be stimulating and often time's dogs will have the urge to pee/poop upon arrival. We have potty areas located outside the front office and outside the spa with adequate clean up materials.

- Remember to have your canine on leash at all times while outdoors. When encountering another canine, please **do not** allow your canine to rush up and greet the other canine without expressed consent from the owner.
- When it is your appointment time (please do not walk into spa early), your swim instructor will come outside to greet you. Please do not enter the pool area or knock on the front door. You will be greeted by a spa staff member who will bring you into the pool area. If the session prior to yours should run late, we will ensure that you are given your full scheduled time.
- Please note: If you are **late** for your appointment, your session will still end at your scheduled time.

### **In the pool area:**

- Under no circumstances shall a canine be left unattended in the pool area.
- Please be cautious inside the pool area, as the concrete flooring can become slippery when wet. To prevent injury to your pet, please do not let them run loose off leash.
- You are welcome to sit and watch your dog's swim session. However, please keep in mind this may be a distraction for them and possibly take away from their therapy. For your convenience and enjoyment, we have a customer waiting lounge equipped with comfy chairs and Wi-Fi, or you may sit and enjoy a delicious hot or cold beverage from our Paws Here Coffee Shop.

### **After your session:**

- We provide towels, a canine shower and canine cage dryer for your convenience. Please note: the last **5 minutes** of your swim session is allotted for these services. If you require more time, we will either end your session a few minutes early or schedule a longer session in the future. You may also wish to bring your own towels for the ride home.
- We also advise withholding food/treats for **1-2 hours** after swimming.

### **Scheduling policies:**

- When you schedule an appointment, we hold that time slot just for you. Therefore, we require a **24 hour notice** if you wish to **cancel** or **reschedule** your appointment. Otherwise, you will be charged full session price for your reserved time. If you no-show for your appointment, we reserve the right to charge you.



## Agreement, Indemnity, Release & Waiver

I, the undersigned, warrant that I am the owner or person responsible for the dog(s) brought to Paradise Pet Lodge, Inc., for canine water therapy services. Further, I understand that canine water therapy consists of activities such as swimming, stretching and massage in warm waters of a pool, and that each session is dependent on things such as the condition and age of the dog, the expertise and experience of the therapist, the goals of the owner, the nature of the dog's injury, and where that dog is emotionally in the water.

I understand, I am responsible for, and agree to provide the therapist with the latest medical information, including underlying medical conditions, medications, veterinarian name and contact information, and therapy services. I agree that I am ultimately responsible for determining whether the canine water therapy services provided by Paradise Pet Lodge Inc., are appropriate for my dog(s).

I accept full responsibility for any injury or damage, to persons, property or animals arising out of uses of the grounds and spa and the actions and conduct of the undersigned and my dog(s), and accordingly agree to indemnify Paradise Pet Lodge Inc., and its owners and employees, for monetary damages and attorney fees; and further waive all personal claims and release Paradise Pet Lodge Inc., its owners and employees for damage, injury or death sustained by me, arising out of my participation in the activities and services of Paradise Pet Lodge Inc., or presence on or use of the premises where services are performed; and further waive subrogation claims of insurers.

### **Cancellation Policy**

When you schedule an appointment with Paradise Pet Lodge Inc., we hold that time slot just for you. Therefore, we require a 24 hour notice if you wish to cancel or reschedule your appointment. Otherwise, you will be charged full session price for your reserved time. If you no-show for your scheduled appointment, we reserve the right to charge you.

**Print Full Name:** \_\_\_\_\_

**Signed (Agreed and Understood):** \_\_\_\_\_ **Date:** \_\_\_\_\_

I acknowledge that I have been given a copy of the Paradise Pet Lodge Inc., Spa policies and I understand that it is my responsibility to read and comply with said policies. I acknowledge that revisions to the policies may occur and revised information may supersede, modify or eliminate these existing policies.

**Initial:** \_\_\_\_\_