

All Around Dogs Canine Wellness Services Policies & Guidelines

Policies & Guidelines Overview:

For the safety of everyone visiting our facility we ask all clients to review the following Policies & Guidelines.

If you have questions or need clarification, please do not hesitate to ask before signing this agreement.

Reminder - Cancellation & No-Show Policy:

We understand conflicts or illnesses arise, and appointments sometimes need to be rescheduled or cancelled.

All Around Dogs Canine Wellness has a 24-hour Cancellation Policy for all sessions. We ask that clients reschedule or cancel at least 1 (one) day before the beginning of their appointment.

If we do not receive at a least 24 hour notice of a client's need to cancel, client may be charged for the full amount of the session.

If a client does not notify us of their desire to cancel or reschedule their appointment, based on the Cancellation Policy noted above, and they do not show up for their scheduled appointment, depending on the circumstances, the client may be charged for the full cost of the session.

Use of Leash Requirements:

Other client dogs, children or unforeseen circumstances could present a danger to the session dog or to other dogs they may encounter at our facility.

To prevent potential negative encounters, all dogs must be on a leash, and under control while entering and exiting the facility, including entering and exiting the pool area.

Dogs should remain on leash until the Therapist requests otherwise and will not be allowed to enter the pool without the supervision of the Swim Therapist.

Post Surgery, Injury, or Illness Veterinary Release:

Dogs recovering from an illness, surgery, injury or transitioning from a Rehabilitation Program must be released for swimming by their Orthopedic Surgeon, Rehab Specialist or Primary Care Veterinarian prior to receiving services.

Dogs with Open Wounds, an Illness, Injury or Trauma:

Regardless of service, client agrees to provide prior notice of any current open wounds, illnesses, injuries, or traumas their dog may be experiencing. Including if an intact female is in heat.

Notification should be given prior to entering the facility. For the safety and health of the client's dog and other dogs on the schedule, the Therapist must know of any potential risks before beginning work with a client dog.

If the issue is deemed serious or it could potentially be exacerbated by getting into the water, the Swim Therapist may choose to not continue with a Swim Session.

Therapist may suggest regular massage, Reiki, or other Energy Work instead or if those are not appropriate the session may be rescheduled.

If client contacts All Around Dogs Canine Wellness before the session, we can discuss alternate options prior the scheduled session time.

Dog Defecating or Vomiting in Pool:

If a dog defecates or vomits in the pool it is a danger to the Therapist and other dogs on the schedule and will result in the end of the Swim Session.

To help avoid potty accidents in the pool, we ask clients to ensure their dog has not eaten within 3 (three) hours of the session and has sufficient time prior to the session to relieve itself. We provide sanitary pants as needed that can be worn during the Swim Session.

In addition to client not feeding the dog within 3 (three) hours of the session, the Therapist will also ensure the dog does not get over stressed, over tired or ingest water to prevent potential vomiting.

Regardless of how healthy a dog may be, any feces or stomach contents that go into the water are a health hazard. The facility must close and disinfect the pool to make it safe for future client dogs.

The full session fee is due at the time of the session, regardless of how early or late in the session the incident occurred.

A client may be charged an additional cleaning fee if, over several sessions, their dog repeatedly defecates or vomits in the pool.

Other Adults, Children and/or Dogs Not Part of the Session:

For pool sessions, activity outside the pool during session time can be a distraction and potentially dangerous for the Therapist and the dog in the pool.

Children and/or dogs not part of a session are welcome to attend, but must be calm, quiet, and under the control and supervision of the client, or another adult who may be attending the session. This allows the Therapist to focus on the dog that is in the pool.

If a client is unable to abide by this policy, they may choose to reschedule to a more appropriate time, and the session may be halted. The client is still responsible for the full session fee.

Pet Insurance Pre-Authorization:

All services are offered by a Certified Small Animal Massage Practitioner/Therapist (SAMP/SAMT) Licensed by the Washington State Health Department with additional training in Therapeutic Water Work.

It is the client's responsibility to verify whether their Pet Insurance Policy covers the holistic services we offer and/or requires Veterinary referral in advance of service for insurance claims to be reimbursed.

Clients will receive automated receipts by email and text after each session or package payment has been processed. If a custom receipt is required for the insurance to accept claims for our services, please let us know, including the details required, and one will be provided.

Payments & Returned Check Policy:

We accept cash, checks, debit, and credit card payments. Gift certificates are available for purchase as part of our on-line booking system.

We have package and referral discounts, periodic pricing specials and coupons given for positive client testimonials and reviews.

We also offer a discount to Non-Profit 501c3 Rescue Organizations for adoptable dogs in their care who need our services. Please see complete details as part of the Companion Cares section of our website.

Unless paying on-line, the client should notify the Therapist if they will be redeeming a gift certificate, referral discount or coupon prior to the session or package payment being processed.

Payments Options & Returned Check Policy (Cont.):

Unless the client has purchased a package, payment is due at the end of each session. If it is time to renew a package, the client will be notified that the current session is Session 1 of a new package.

If a service is paid for by check, and the check is returned for any reason, the client will be notified immediately.

All returned checks will be assessed as a \$25.00 Returned Check Fee, regardless of the amount of the original check.

Outstanding balances must be cleared by paying with cash or with a credit card before future services can be received.

If a client has more than two checks returned in a 90-day period, all future services must be paid by cash or with a credit card.

Session Photos & Videos Policy:

We will ask permission to photograph or video client dogs before, during or after a session at All Around Dogs Canine Wellness. By giving permission, client agrees all photos and videos taken of client dogs by All Around Dogs Canine Wellness are the property of All Around Dogs Canine Wellness, and may be used in our advertising, promotion or marketing, including social media, or any other formats per All Around Dogs Canine Wellness' discretion.

We are conscious of each client's privacy and do not print or list any information with photos or videos other than the dog's first name, possible age, and the reason for the service/visit.

If a client wishes to take photos and/or videos of their dog before, during or after a session, they have the permission of All Around Dogs Canine Wellness to mention their business name when sharing said photos and videos with others on a personal level.

Should a client want to use photos or videos taken during sessions at All Around Dogs Canine Wellness for other business promotion or for the promotion of an organization such as a rescue group, breed or training club, All Around Dogs Canine Wellness must be notified in writing and agree in writing prior to use for these purposes.

Acknowledgement:

By signing these All Around Dogs Canine Wellness Services Policies & Guidelines client acknowledges they and other family members, representatives or agents who may bring client's dog(s) to sessions have read, understand, and agree.

Client's First & Last Name

Date

Additional Family, Representative or Agent's First & Last Name

Date