187 Hawes Lane, West Wickham, BR4 9AG
Tel. 020 8916 9633
info@paddlepaws.org.uk
www.paddlepaws.org.uk

VETERINARY REFERRAL FORM

DOG'S DETAILS			
Name		Gender	
Breed		Date of Birth	
Colour		Neutered	
Vaccination Expiry Date		Date last wormed	
Temperament		Mobility	
Insurance: YES / NO	Company		
	Policy Number		
	Expiry Date		

CLIENT'S DETAILS		
Name		
Address		
		Post Code:
Telephone Numbers	Mobile:	Home:
Email		

VETERINARY DETAILS *(This section MUST be completed and signed by the patient's veterinary surgeon)*		
Vet Practice		
Address		
		Post Code:
Email		Telephone:
Referring Vet Surgeon		

Summary of the patient's injury/condition, areas of caution, background, comments etc.

Is the patient on medication, if so please list details and dosages

In your opinion, is the patient named above in a suitable state of health to undergo hydrotherapy treatment?

YES ☐ Print Name ……

NO ☐ Signature ……Date ……

I declare that I am the legal owner of the patient named above and that the information shown on this form is correct. Further, I have read and fully accept the terms and conditions printed overleaf.

Signature …… Date ……

PADDLEPAWS HYDROTHERAPY ™

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TERMS & CONDITIONS

- Hydrotherapy treatment will not be given without the prior authorisation of the dog's Veterinary Surgeon.
- Please ensure your dog's vaccinations are up to date, or if you are not actively vaccinating your dog you agree that it is your full responsibility to allow your dog to receive hydrotherapy treatment without up to date vaccinations.
- The length of treatment initially may vary from only a few minutes to 20 minutes depending on your dog's condition and should increase as fitness improves.
- Clients are requested not to feed their dog for at least TWO hours before attending an appointment and to ensure that the dog has been to the toilet before arriving. We also advise not to feed for at least ONE hour after swimming.
- Please ensure your dog has been to the toilet immediately before attending the hydrotherapy session. A surcharge of £60 will be made for dogs that defecate in the pool. This is to cover the cost of draining and cleaning the water and treadmill.
- Clients are required to notify us if their dog's condition appears worse or deteriorates, if their medication changes or if they notice any other changes in their dog's behaviour or medical condition. Clients must also notify us if their Vet advises to suspend or stop their treatment.
- When not undergoing treatment all dogs should be kept under control and must be on a lead.
- It is the client's responsibility to clean up after their dog whilst on company premises and its surrounding environment. Bags and bin are available on request.
- Whilst every care is taken in the maintenance of the water and equipment and to ensure the safety of the dogs undergoing treatment, all dogs receive hydrotherapy treatment entirely at the client's risk and remain the responsibility of the client.
- You are STRONGLY advised to wear shoes with non slip soles during your visit as the floor can be wet and slippery.
- All treatment courses (e.g. 10 pre-paid) must be paid for in advance, including those to be part of an insurance claim. Refund will be provided upon request for any outstanding pre-paid sessions that a patient is unable to use for any reason. Individual sessions must be paid for on the day of treatment.
- Session fees will be charged in full if an appointment is broken or cancelled without 24 hours' notice. Late arrivals may have their session time reduced or cancelled with a full payment penalty.
- Dogs with infectious or contagious conditions, such as ear, eye, skin infections, gastric upset, kennel cough etc will not be treated. Owners are advised to cancel appointments with at least 24 hours' notice, until the condition is clear. Normal cancellation conditions will apply.
- Bitches in season will not be able to attend sessions until their season has finished.
- Paddle Paws reserves the right to refuse treatment to any animal.
- Paddle Paws reserves the right to use any video footage and photographic stills taken during sessions for publication on the website or social media platforms. **If you are happy for us to use your dog's photo or video, please tick this box:** ☐
- Paddle Paws cannot be held responsible for any loss, damage or injury to any person, animal, vehicle or personal property whilst on our premises.
- The personal data that we collect about you will include data relating to your contact details including name, address, telephone/email and the health/medical history of your dog. This data will be securely stored for up to 5 years and will be used by Paddle Paws Hydrotherapy Ltd for communication with you. It will be used as a record of your dog's treatment and any changes that may occur in their health. You may have access to your data and have the right to ask for it to be corrected (if any errors in the data are identified) or erased. Information will only be shared with your dog's vet or other veterinary professionals involved in their care.

Dog's Name …… Date ……

Signed …… Print Name ……..