



Utah Pet Rehab & Acupuncture Center, LLC

## Underwater Treadmill Policy Form

Please initial the following policies to indicate you have read and understood the information provided:

### PREPARING FOR VISIT:

- \_\_\_\_\_ **No food for a minimum of 4 hours prior to hydrotherapy.** To prevent digestive discomfort, vomiting, bloat, and tank defecation.
- \_\_\_\_\_ **No excess mud/dirt.** Please make sure your pet is clean! Be respectful of the pets coming after yours and rinse off your pet prior to their visit if necessary.
- \_\_\_\_\_ **Please notify us immediately** if your pet begins suffering from any gastrointestinal upsets prior to appointment, as rescheduling for a later date will be necessary.

### UPON ARRIVAL:

- \_\_\_\_\_ **Please arrive early to allow your pet time to empty their bladder and bowels prior to the session.** Please ensure that your pet has every opportunity to relieve themselves after getting out of the car.
- \_\_\_\_\_ **Please leash your pet at all times.** For the safety of your pet, please keep them leashed. Many of our canine clients are recovering from a recent injury or surgery so please be mindful of each dog's potentially fragile state.

### TANK DEFECCATION:

- \_\_\_\_\_ **Defecation within the underwater treadmill is a serious incident** - it can result in business closure for up to 2-3 hours, as draining, sanitizing, refilling, and reheating the tank is necessary.
- \_\_\_\_\_ **For this reason, it is critical that we be made aware of any pet suffering from incontinence or recent digestive upset** such as diarrhea.
- \_\_\_\_\_ If your pet has an accident in the underwater treadmill we will end the session and the **owner will be responsible for a cleanup fee of \$100 to offset the cost of business closure & cleaning.**
- \_\_\_\_\_ If your pet defecates **three times** in the tank we will discontinue underwater treadmill therapy and focus on other therapies.

### APPOINTMENT POLICIES:

- \_\_\_\_\_ I understand UPRAC has a 24 hour cancellation notice policy. If I am unable to attend my appointment I will notify UPRAC by phone or email 24 hours prior to my appointment time. If I do not attend my scheduled appointment or give proper cancellation notice I will be charged the regular appointment fee. If I am late for an appointment the treatment time for my animal will be shortened to end at the regular time to allow the next scheduled client to begin on time. If I am more than 15 minutes late my appointment may need to be rescheduled and I will be responsible for the appointment fee.
- \_\_\_\_\_ I understand that UPRAC provides both single-session pricing and package pricing for services, and that package pricing is discounted. Should I purchase such package I understand that the package is non-refundable, except in cases of death.

**I certify that I have read and understand this agreement, and that the information above is true and correct. I agree to accept all terms, conditions, and statements of this agreement, and any rules or regulations of Utah Pet Rehab and Acupuncture Center, LLC.**

Owner's signature: \_\_\_\_\_ Date: \_\_\_\_\_