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**3400 Cleveland Ave NW**

**Canton, Ohio 44709**

**330-491- 3647**

**Terms and Conditions**

1. While every care is taken of the dogs attending Healing Waters Canine Experience, Inc. (HWCE, Inc.), activities, attendance and participation is entirely at their owner’s risk.
2. All sessions including those to be part of an insurance claim, must be paid for in advance.
3. Any pool session fees will be charged in full if an appointment is broken or cancelled without 24 hours notice.
4. Dogs will not be involved in any hydro-thermal massage session without the prior authorization of their Veterinarian.
5. Dogs with infectious or contagious conditions, such as ear, eye or skin infections, gastric upset etc, will not be permitted in the pool. Owners are advised to cancel all appointments with at least 24 hours notice or until the condition is clear. Normal cancellation conditions will apply.
6. Female dogs that are in season will not be able to attend sessions until their season has finished.
7. Please ensure your dogs vaccinations are up to date and bring vaccination records to the initial appointment.
8. Owners are required to notify the staff if the dog’s injury or condition worsens, or if the veterinarian advises that the sessions are to be stopped or suspended.
9. HWCE, Inc. reserves the right to refuse services to any dog.
10. **Owner’s are requested not to feed their dog for at least 3 hours before attending an appointment, and please ensure that the dog has emptied it’s bowels before arriving. After the second incident a surcharge of $50.00 will be charged for dogs that defecate in the pool, as we will have to close the pool to clean it. IF YOUR DOG DEFECATES IN THE POOL A THIRD TIME, WE RESERVE THE RIGHT TO CANCEL FURTHER APPOINTMENTS.**
11. We also advise owners not to feed their dog for approximately 1 hour after swimming.
12. All dogs must be kept under control and be on a leash.
13. It is the owner’s responsibility to clean up after their dogs while on the premises and the surrounding environment. Poop-scoop bags will be provided.
14. HWCE, Inc. cannot be held responsible for any loss or damage to vehicles or personal property, loss or injury to any person or dog while on the premises.
15. HWCE, Inc. reserves the right to use video footage and photographs taken during sessions.
16. The floor in the pool area can become very wet during swimming sessions; it is advisable to wear sensible shoes to avoid slipping.
17. Please ensure all dogs are clean and parasite free.
18. Children and family members are welcome to observe the last five minutes of your dog’s session, however children must be accompanied by an adult.
19. During Hydro-thermal Massage sessions, an observation area will be provided.
20. HWCE, Inc. reserves the right to cancel any session, i.e. in the case of unavoidable circumstances. Please ensure we can always contact you by telephone.
21. If you are late, we regret that we will have to end the session at the scheduled time.
22. No refunds will be made for packages or portions not used.

Client’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ I have read and agree to the terms and conditions as listed above.