

K9 Rehab Wellness Centre

3831 Still Creek Ave Burnaby BC V5C 4E2

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Welcome! Thank you for choosing us for your dog's therapeutic needs. We want your experience here at K9 Rehab Wellness Centre to be stress free and relaxing. In order to accommodate you and your dog's needs, we have devised policies to ensure your visit is as pleasant as possible. If there is anything we can do to make your future visits even more enjoyable, please feel free to let us know as customer service is our priority.

Upon arriving there is a large parking area with several spaces available at the side of the building and our front door reception area. It is advised that you arrive 10 to 15 minutes early for your first session in order to introduce your dog to the new surroundings and to walk and potty your dog each time prior to entering the building. Because we schedule on the hour to ensure no inconvenient delays for you, there may be times when the session prior to yours may run late, don't worry, we will insure you are given your entire allotted swim time.

Please walk your dog to the designated exercise area (front of building) for a potty break prior to entering the spa. We have provided materials for your use to clean up after your dog. In the event your dog should defecate in the pool, we reserve the right to charge a \$300.00 cleaning fee. Remember to have your canine leashed at all times while outdoors. We try to greet all our clients, if no one is available to greet you just enter the building through the main entrance and make yourself at home. In order to maintain the privacy of the client ahead of you, please do not enter the pool area or do not knock on the door to the pool area. You will be greeted by a staff member who will bring you into the pool area when the last session client has left. If encountering another dog, please do not allow your dog to rush up and greet it without expressed consent from the owner.

In the pool area, under no circumstances shall a dog be left unattended in the pool area. You may bring drinks and people food with you, but do not plan to feed your canine anything other than treats while in the pool area. Puppy treats are supplied to encourage a friendly bond. If your dog only eats certain treats feel free to bring your own. We provide plenty of towels for your session. You may wish to bring your own towels for the car ride home. Please turn off the volume on any electronic device that may ring or distract your dog's swim session.

In general, you are responsible for the actions and well-being of your dog while on the premises. Please advise us of any health changes to your dog upon arrival when speaking with your therapist. Some conditions may limit the amount of exercise in a warm water environment that your dog should participate in. Prior to any exercise activity, it is strongly advised that you refrain from feeding your canine a minimum of 2-hours prior to the activity and at least one-hour afterward.

NOTE: You should always discuss warm water therapy with your Veterinarian if concerns exist. Always! When in doubt, ask your Vet!

INDEMNITY, RELEASE AND WAIVER

Standard Industry Release

The undersigned warrants he or she is the owner/guardian or person responsible for the dog(s) brought in for services at K9 Rehab Wellness Centre and therefore accepts and promises full responsibility by this indemnity for damage to property or injury or death, people (guests included or other animals arising out of use of the grounds and spa by the undersigned and/or his or her dog(s)), and accordingly agrees to indemnify K9 Rehab Wellness Centre, it's owners, employees, independent contractors and independent therapists, for money damages and attorney fees; and further waives all personal claims and releases K9 Rehab Wellness Centre, its owners, employees, independent contractors and activities and services of K9 Rehab Wellness Centre or presence on or use of the premises where service are performed; and further waives subrogation claims of insurers. When participating in the pool K9 Rehab Wellness Centre will not be responsible for any injuries a human may incur to themselves, the children under their care, dogs or guests. **Children must always be accompanied by a parent or guardian and supervised closely when on the premises.**

Agreement for payment and cancellation policy:

CANCELLATION/RESCHEDULING POLICY: We appreciate your patronage. Your swim session times are reserved for you. Because of the nature of our business, and limited availability, short notice cancellations will unfortunately have to be charged. If you are not able to keep your appointment, please inform us at least 48 hours in advance so that you can avoid any unnecessary costs and the time can be given to another dog in need of therapy. We accept cash, checks, e transfer and interac debit for payment. We currently do not accept credit cards.

Date: _____

Printed Name: _____

Signature: _____

Thank you for choosing K9 Rehab Wellness Centre for your canine warm water therapy needs!