

## Cancellation Policy for Aqua Canine Hydrotherapy at Lechlade K9 Centre

The following process will apply.

If you wish to change your Hydrotherapy booking this can be done via Email or by calling the centre.

### Chargeable Offences

- 1) Failing to turn up to your appointment will result in being charged (Either at your next appointment or via a phone payment)
  
  - 2) Cancelling less than 24 hours prior to your appointment will result in you still being charged for the appointment.( Either at your next appointment or via a phone payment)
  
  - 3) Turning up to an appointment knowing your dog has one of the following issues.
    - Sickness or Diarrhoea
    - Bitch in season
    - Eye or Ear infection
    - Open wound or Cut
    - No Referral Form completed.
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