



Fur Fix Aquatic Wellness Center

Policies and Procedures

Preparing for the Pool Session at Fur Fix

- Complete all paperwork in advance.
- Have an appointment. All sessions are scheduled and payment is handled online in advance.
- Please be punctual. If you are late appointment time will not be extended.
- Help your dog be clean. Brush to remove loose hair. Swimming is not a substitute for a bath. Nails should be trimmed and smooth.
- Your dog should be flea free or appointment will be cancelled. Schedule appointment at least 4 days after flea treatment.
- Don't feed your dog within 4 hours of appointment. None of us want surprises in the pool. It is added expense for you and us.
- Dress like you'll be around a wet dog. Bring your towels to help dry your dog. Wear shoes appropriate for possible wet environment.
- Bring your dog's favorite water toy if he has one.
- Cancellations must be made 48 hours in advance or you will be charged for the session.
- Reschedule if your dog has a medical condition making it inappropriate for swimming or being around other dogs (in heat, open wounds, fever, infections, etc)
- Have your dog on a 4'-6' leash connected to a non-slip collar – NO RETRACTABLE LEASHES
- Understand the pool uses minimal chlorine for cleanliness.

At Your Session at Fur Fix – Have fun!

- Bring your dog on 4'-6' leash attached to a non-slip collar – NO RETRACTABLE LEASHES
- Arrive early to allow plenty of potty time for your dog. Please pick up after your dog.
- Keep your dog under control. Do not allow your dog to approach another dog or enter his space. Dog or owner out of control are grounds for dismissal from premises with no refund for session.
- Enter the building through the third door indicated by the Handicapped sign. Remain in the designated area until Fur Fix staff comes for your dog.
- Realize your dog must grant permission and agree to enter the pool. No dog is forced in the water so if your dog is not accustomed to water it may take a few sessions to acquaint your dog with the pool. The session fee applies even if your dog refuses to enter the pool.
- You may watch the activity through the viewing window. Resist the urge to give your dog commands when Fur Fix staff is working with your dog.
- At the conclusion of your session you may access the washroom if it is unoccupied to rinse and dry your dog. You are welcome to use our stainless steel washtub and professional dryer if it is not previously scheduled. Please clean up loose hair or debris from your dog.

Considerations

- Your dog's safety and well being is our primary focus. Fur Fix reserves the right to refuse service to any person/dog for any reason related to safety, health, cooperation with staff or disruptive behavior.
- Fecal incidents in the pool require the pool to be closed up to 24 hours for the safety of all dogs. Appointments for the next 24 hours will be cancelled and you may be charged a \$200 fee if your dog is responsible. Do not feed your dog within 4 hours of your appointment. If your dog has a known bowel control issue discuss this in advance with Fur Fix and arrangements may be made for the health of all concerned and to allow your dog to swim. You will not be charged a fee if your dog's bowel control issue is revealed in advance.

I have read and agree to Fur Fix's Policies and Procedures

Signature _____

Date _____