

Pool Terms & Conditions

By booking and entering The Suddy Dog Ltd premises you are accepting the below pool terms and conditions and also our general terms and conditions.

The Suddy Dog Ltd and its Directors accept no responsibility for any injury or loss to you or your dog while using the facilities both supervised and unsupervised. Please be aware this is a wet area and there is a danger of slipping. Suitable footwear should be worn.

By using our services owners confirm that their dog is up to date with their annual vaccinations. The Suddy Dog Ltd takes no responsibility for any dog that may contract any illness. All precautions are taken to disinfect the premises numerous times daily and the water levels of the pool are checked multiple times per day.

Customers are not permitted onto the access ramp for the pool unless instructed by a member of staff.

If you are bringing multiple dogs it is your responsibility to keep the dogs under control. No dogs are allowed onto the grass area around the pool. No one is allowed to stand or sit on the grass area around the pool.

Female dogs in season will not be allowed to swim or be on site until their season has finished.

All dogs must be on leads while in the car park and must remain on leads until they are in the pool room and the door is closed. Dogs must be put back on leads before leaving the pool room. Dogs should never be left unattended.

All dogs attending must be fairly clean and clipped nails. Your session may be cancelled if your dog is excessively dirty. Dogs with infectious or contagious conditions, such as eye, ear or skin infections will **NOT** be allowed to swim.

Please do not feed your dog for at least 2 hours prior to their swimming session and 2 hours after swimming. Please ensure your dog has been to the toilet before attending your session. Any fouling in the pool will incur a £50 surcharge. Please note that if the pool must be closed due to your dog fouling in the pool a charge of £250 will be charged to cover draining, cleaning, refilling and heating of the pool.

It is the owner's responsibility to ensure all the products used on their dogs are suitable for them. The Suddy Dog Ltd accepts no responsibility for injuries caused using the products supplied. Details of product ingredients can be obtained from a member of staff.

All deposits are non-refundable but are transferable to another date if The Suddy Dog Ltd is notified 24 hours before your appointment time.

Owners must ensure they keep to their allocated time slot. We recommend arriving 10 minutes early as late arrivals will lose time out of their appointment. Anyone arriving 10 minutes after their appointment time may be refused admission and no refund or transfer will be applicable.

Photographs and videos may be taken during your visit for marketing and social media purposes.

Misuse of our equipment resulting in damage may incur costs to you (the owner) and is at the discretion of The Suddy Dog Ltd. You (the owner) agree to use all equipment responsibly and agree to pay for any damages due to misuse or any damages caused by your dog(s).

Children must be kept under close supervision of an accompanying adult at all times on the premises in the interest of Health and Safety.

All areas of the business are covered by CCTV, this is for the security and protection of all users and staff.

The Directors of The Suddy Dog Ltd reserve the right to change the above terms and conditions without prior notice.



General Terms & Conditions

By booking and entering The Suddy Dog Ltd premises you are accepting the below terms and conditions.

The Suddy Dog Ltd and its directors accept no responsibility for any injury or loss while using the facilities both supervised and unsupervised.

By using our services owners confirm that their dog is up to date with their annual vaccinations. The Suddy Dog Ltd takes no responsibility for any dog that may contract any illness. All precautions are taken to disinfect the premises numerous times daily.

All dogs must be on leads while in the car park.

All dogs must remain on leads until inside the designated pod. Whilst inside the pods the dogs should be secured using the fixings supplied.

Dogs should never be left unattended.

It is the owner's responsibility to ensure the water temperature from the shower units is suitable for their dogs. The Suddy Dog Ltd accepts no responsibility for injuries caused due to incorrect water temperatures.

It is the owner's responsibility to ensure all the products used on their dogs are suitable for them. The Suddy Dog Ltd accepts no responsibility for injuries caused using the products supplied. Details of product ingredients can be obtained from a member of staff.

All deposits are non-refundable but are transferable to another date if The Suddy Dog Ltd is notified 24 hours before your appointment time.

Owners must ensure they keep to their allocated time slot. Anyone arriving 10 minutes after their appointment time may be refused admission and no refund or transfer will be applicable.

A surcharge will apply for every 10 minutes you run over your time slot.

Photographs and videos may be taken during your visit for marketing and social media purposes.

Misuse of our equipment resulting in damage may incur costs to you (the owner) and is at the discretion of The Suddy Dog Ltd. You (the owner) agree to use all equipment responsibly and agree to pay for any damages due to misuse or any damages caused by your dog.

Please be aware this is a wet area and there is a danger of slipping. The Suddy Dog Ltd takes no responsibility for any accidents or injuries. Suitable footwear should be worn.

All areas of the business are covered by CCTV, this is for the security and protection of all users and staff.

The directors of The Suddy Dog Ltd reserve the right to change the above terms and conditions without prior notice.

