

Doggylicious Cheltenham

Terms and Conditions – Dog Boarding

It is essential that clients read and understand these terms and conditions (T&Cs) before signing below and completing and signing the Registration form.

By signing these documents, you are consenting to these Ts&Cs

The following Terms and Conditions are designed to ensure that you and your pet(s) will be happy whilst they are with us. By signing the Registration Form you are consenting and agreeing with the following points:

We welcome friendly, socialised and well-behaved dogs but regret that we cannot take dogs that bark a lot, have severe separation anxiety, are escape artists, out of control or aggressive. Whilst pets that receive any of our services at Doggylicious Cheltenham receive every care and attention, they are entirely at owners' risks. Doggylicious Cheltenham accepts no liability.

We must meet new dogs before they board with us to help ensure that they will be happy with us, the home and other dogs and a trial Day/Night must follow this before any main boarding can commence, this is to ensure we are the right environment for your dog(s) and we can see how they will settle. If during the trial night, we feel we are not right for your dog Doggylicious have the right to cancel any future bookings. Trial nights are charged @ £30 and must be paid in advance. This payment is also non-refundable and non-transferable in the event that the client cancels.

We prefer to accept only dog(s) that can be let off the lead and have good recall. Should there for any reason be an issue with this it can be discussed and possibly agreed (depending on the reasons and why). By signing the registration form you agree to your dog(s) going out for walks with others (where we will come into contact with other dogs that we do not know and also dogs we are in care of), sharing transport and accommodation and the garden with other dogs (if you have multiple dogs) and other household). Where appropriate we may enrich your dogs(s) stay with the use of toys and treats, stuffed/frozen Kongs.

That your dog(s) may be fed in the same room as other dogs and at the same time. (This can easily be avoided – should this be an issue, please make this noted on the registration form). DC can only crate your dogs that are already habituated to this and that the crate is of appropriate size. The Registration Form has a permissions section and must be completed for DC to be able to use one. It also has a space for you to advise how your dog is crated, i.e., overnight / for how many hours at a time etc.

For all dog care services your dog should be up to date with standard vaccinations including kennel cough. Vaccinations should be given at least 2 weeks prior to stay and where able kennel cough 6 weeks prior. Proof of vaccination certificates need to be shown and a copy sent to Doggylicious Cheltenham prior to the booking. Your dog must be free of fleas, ticks and worms and up to date with treatments, dates of when these were given will also need to be provided. Although your dog has been vaccinated for kennel cough you understand that there is a chance that your dog(s) can still contract Kennel cough and agree you will not hold Doggylicious Cheltenham Liable if your dog(s) contracts this whilst in our care. You must inform us immediately if your dog has been exposed to or has any infectious or contagious disease or conditions. Doggylicious Cheltenham has the right to refuse services until satisfied that the condition has been resolved.

Your pets' best interests are paramount. If your pet becomes ill, we will make every effort to contact you or your nominated emergency contact. However, in the event that we cannot get hold of you and/or get to your usual vets in good time then we will use our chosen vet; Woodlands Vets, Katherine Court, Salisbury Ave, Cheltenham, GL51 3GA, Tel 01242 255133 or another that may be closer to. DC require your consent (by completing the permissions on the registration form) to allow administration of treatment for external or

internal parasites under the guidance of a veterinarian, should this be necessary. Also consent to take to a veterinary for preventative treatment and any other treatment given will be at the discretion of the vet, and payment will be your responsibility.

All dogs are accepted at their owners' risk. While every possible care and attention is given to each dog, we cannot be held responsible for any injury, illness, loss or damage, howsoever arising. In the event of accident, illness or disease, we will ring you and your emergency contact in the first instance, If you cannot be contacted within a reasonable time or have chosen not to be contacted we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. Any veterinary bills are payable by you or your emergency contact

This is a distressing subject and thankfully something Dogglycious Cheltenham have not ever had to deal with, however it needs to be addressed. In the unlikely event that your dog sadly passes away while in our care, we will notify you as soon as possible and will then take your pet to your usual vet (or Dogglycious Cheltenham vet if yours is out of area) You can then liaise with the vets as to what arrangements you wish to make. We will also report it to the local Council. We strongly recommend you have a post-mortem to identify the cause of death as it helps everyone involved to have answers at this really difficult time but of course, this is your choice.

Please declare any ongoing or recurring medical problem that your pet may have. Dogglycious Cheltenham will not be responsible if any re-occurring or historical injuries flare up during your dog's stay.

Dogglycious Cheltenham cannot accept bitches in season (or about to come into season) for boarding. Please advise us **IMMEDIATELY** if your female dog is in season or due to come into season. Due to the nature of home boarding and the lack of confinement and although every effort would be made to prevent pregnancy, should a bitch be inadvertently covered, Dogglycious Cheltenham will not take responsibility or be held responsible should your dog become pregnant. Therefore, we also ask you to provide the date of your dog's last season. You agree that if your dog comes into season during the dogs stay the emergency contact is to be contacted to collect the dog and that no refund will be made for the remainder of the dogs booking.

In most cases, Dogglycious Cheltenham do not board any males' that have not been neutered. While an un-neutered dog may be completely docile and non-aggressive by itself, they cannot control the effect their scent has on other dogs in our home. Any full males may only be accepted if a trial session has taken place and is successful, this is also down to the discretion of Dogglycious Cheltenham and we reserve the right to decline or terminate a booking at any time for whatever reason.

Should your dog (s) show any aggressive tendencies towards people or other dogs during their stay, or if they become uncontrollable, we will contact you or you nominated emergency contact – therefore it is extremely important that your emergency contact is in a position to help, if necessary. We trust you to give us a true representation of your dog's temperament and an appropriate emergency contact. (This may be a friend, family member or another pet care service that is familiar with your dog(s)).

We ask that you provide enough food to cover the duration of your dog(s) stay. Please bring your dog(s) bed, bowl (clean and sterilised before arrival), collar, lead (non-extendable unless pre agreed), food and any medication (with veterinary advice) and a toy that your dog(s) may find of comfort (should they have one). Airtight containers must be provided for the storage of dry food. If your dog is Raw fed, then please also supply us with airtight containers to store this in our fridge.

It is important that you provide an Emergency Contact in the unlikely event that the owner becomes incapacitated or that any contagious illness occurs amongst the house with any of the dogs that are boarding. If in the event that DC has an emergency, you are consenting to your details being shared with DC support

members. You agree to be responsible for any charges, including but not limited to, vet fees and any additional food required. These charges must be paid on the completion date of your dog(s) stay if not sooner. All vet bills you are responsible for.

For boarding A 25% - 50% non-returnable and non-transferable Booking Fee of the total fees are payable on booking to secure your dog(s) placement. No dates are secured until this has been received. The final amount is due 2 weeks before your dog(s) stay commences or if agreed when dropping your dog off and boarding commences. Invoices will be supplied when the deposit has been made and a reminder sent for final payment. Cancellation fees – cancellation of confirmed bookings 2 weeks before boarding commences will be subject to a 50% cancellation charge of the remaining balance. Within 1 -2 weeks of boarding a 75% charge will apply of the remaining balance. If cancelled less than a week before or on the day 100 % of the full remaining fee will be charged. We do ask for as much notice as possible as we only take a small number of dogs for boarding, we accept cash or bank details can be provided for bank transfer, unfortunately we do not accept cheques. All bookings are charged at a day rate, if you collect your dog after 9am (Monday – Friday) or 9 / 10am (Saturday/Sunday) on the collection day a full day charge will be added. Sunday collections after 10am are charged at an extra 20% including arrivals on Sunday's. All bookings made for bank holiday are charged at an extra 50%. Please note that the amount of time you have booked with us is the amount of time you will be charged for. Should you not require our service for the full-term booking, i.e., you come home early etc no refunds will be given as this space has been filled and not been available. *Booking fees will only qualify for transfer if your holiday is cancelled due to Government guidelines or restrictions that changed after your holiday has been booked, Proof will be required. If, however your holiday is booked at the time of the destination being in the red category, you are taking the risk that the holiday may not go ahead and therefore forfeit any transfer. The transferred Booking fee deposit has to be used within 12 months from the changed date and for a like for like stay.

If for any reason your return is delayed, please let us know as soon as possible. It may be that your emergency contact may need to step in, and provide care and accommodation for your dog, should the delay be more than a few hours. Equally where there is availability, we are of course flexible and as accommodating as possible.

Your pet may be photographed and filmed during their stay and walks with us. These images etc may be used on our social media or website or advertising etc unless you specifically request us not to do so on the permissions section of the registration form.

Where the dogs can co-mingle in groups, you accept that during normal dog play your dog(S) may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments or other such injuries may occur despite the best supervision. You (the client) agree that you will not hold Doggylicious Cheltenham Liable for any injury sustained whilst in our care.

When you drop off/collect your dog, please do not bring young children. We may have other dogs trying to settle in and children are not always aware how to behave around dogs they do not know.

All dogs must be fully toilet trained. We accept that a dog may have the odd accident due to stress in a new environment, but we cannot board dogs that routinely mess in the house or scent mark in the home

Please provide a correctly fitted collar and tag for your dog(s) Doggylicious Cheltenham will fit a tag with their contact details on for the duration of the board. All dogs must be microchipped.

Dogs will be kept on a lead unless you have agreed to the permission to let them off the lead

whilst accidents happen sometimes, the purposeful destruction of Doggylicious Cheltenham personal property and belongings will result in you reimbursing Doggylicious Cheltenham for those items. This includes damage

caused by chewing, ripping or soiling, damage to garden, artificial grass, fencing etc furniture or property. An invoice will be provided. If you tell us that your dog is house trained, and they go on to soil or scent mark in the house, Doggylicious Cheltenham reserve the right to pass on cleaning fees; this can include professional cleaning, dry cleaning etc. The extra charge will be made and will be payable upon collection to cover the cost of any professional or extra cleaning needed or to replace the damaged item. You understand that if the dog continuously defecates and urinates in the house Doggylicious Cheltenham has the right to contact the emergency contact to collect the said dog within a reasonable time frame and no refund for the stay will be given.

In the event you fail to collect your dog(s) at the end of the agreed boarding session and time agreed extra charges of £5.00 will be due for every half an hour late. In the event that the dog is not collected we will make every effort to speak to the client and emergency contact. If no contact has been made with us within 3 days, Doggylicious Cheltenham will assume the animal has been left and will seek alternative arrangements to rehome the dog(s). If we have to put your dog(s) into kennels, then you will be responsible for any payments accrued during this process.

Opening hours, Collection and Drop of Times Plus Collection and Drop Off Services. Times must be agreed upon booking Monday – Friday: - 8.30 am – 9.00am / 4.30pm – 6pm Saturdays: - 9.30am – 10am / 4.30pm – 6.00pm Sunday collection only between 9am - 10am a later collection may be available, but this has to be booked and agreed in advance as a day charge plus 20% will be added for this. Arrivals if agreed are charged also at 20% extra. A collection and drop off service may be available this is charged at £5.00 each way Monday – Saturday and £10 on Sundays. This must be booked in advance.

Doggylicious Cheltenham holds Public Liability insurance which covers any damage your dog may do to a person or property whilst in the boarder’s charge. The Client however agrees to be responsible for any additional charges including but not limited to, payment for vet’s fees, damage from chewing and any additional food required. We are also covered for care, custody and control (liability to animals.) If your dog is injured while in our care, you are liable for any vet fees etc. If you then feel we have been negligent you may be able to claim from our insurance. (Insurance does not, however cover any illness. It also does not cover injury relating to a pre-existing injury or operation) We will take every possible care of your animal, but we cannot be held responsible for loss, injury or death to your pet either inside or outside the home or whilst travelling while in our care unless negligence is proved. **Your own pet insurance is strongly recommended.** We are fully Licenced by Cheltenham Borough Council and have conditions set by them, these are available for you to see should you like. Privacy policy – All of your information will be kept private and confidential. DC highly respects our clients’ entrusting us with the care of their dog(s). all f our records will be stored in compliance with GDPR (current data protection legislation).

By signing the Doggylicious Cheltenham Boarding registration agreement form and this Document you are consenting to these terms and conditions and are entering a legally binding contract agreeing to adhere to the terms and conditions stated. I have read and agree to abide by the terms and conditions for services received from Doggylicious Cheltenham and understand that my dog(s) will be home boarded alongside the resident dogs as well as other boarding dogs. These terms and conditions remain relevant for all future bookings unless an updated set has been signed

Client Print Full Name: _____

Signature: _____

Date: _____

If any of the terms or questions on the Registration Form are not understood please do not hesitate to contact Doggylicious Cheltenham. All queries are welcome.