



COSY PAWS DOG BOARDING

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Dacorum Council Animal Activity Licence: M063475 5★ (out of 5)

www.cosypawsboarding.com

TERMS & CONDITIONS - UPDATED 2026

Important: These Terms & Conditions form part of the agreement between Cosy Paws Dog Boarding and the Owner. Please read them carefully before confirming a booking.

1. Our Service and Standard of Care

COSY PAWS DOG BOARDING ("Cosy Paws") will provide home dog boarding services in an attentive, reliable and caring manner and will use reasonable skill and care. Cosy Paws is insured for the services it provides, subject to the terms, conditions, limits and exclusions of its insurance policy. Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

2. Registration, Assessment and Acceptance

Every dog must complete Cosy Paws' registration process and an initial assessment before a first booking. This normally includes a Meet & Greet at our home and may include a short walking and handling assessment. No booking is confirmed until the required registration/consent information, vaccination evidence, booking details and payment due at that stage have been received. Cosy Paws may decline or discontinue care where a dog is considered unsuitable for home boarding, including where behaviour creates an unacceptable risk to people, dogs or property.

3. Owner's Duty to Disclose Information

The Owner must provide complete and accurate information about the dog's health, medical history, allergies, medication, behaviour, bite or aggression history, escape tendencies, resource guarding, separation issues, toileting, reactivity and any other matter relevant to safe care. The Owner must tell Cosy Paws promptly of any material change before a stay. Cosy Paws cannot safely plan care around information that has not been disclosed.

4. Vaccinations, Parasites and Infectious Disease

Dogs must have completed the vaccinations required by Cosy Paws before boarding and evidence must be supplied before the stay. Puppies that have not completed the required primary vaccination course will not be accepted. Owners must disclose recent or current infectious or contagious illness, exposure to such illness, fleas, ticks, worms or other parasites. Cosy Paws may refuse or postpone a booking where there is a reasonable concern about infection or parasite risk. Any kennel cough requirement and timing notified by Cosy Paws must be followed.

5. Bookings, Charges and Payment

Boarding is charged in accordance with the price quoted on the Booking Form or invoice. A 50% non-refundable deposit is required to secure a booking unless Cosy Paws agrees otherwise in writing. The remaining balance is due 14 calendar days before boarding begins. Bookings made within 7 days of the start date require full payment at booking. Any additional agreed or necessary costs incurred during care - including emergency veterinary care, transport, replacement food or essential supplies - must be reimbursed by the Owner on production of appropriate evidence or receipt.

6. Amendments and Cancellation

Where the Owner asks to amend a booking, Cosy Paws will try to accommodate the change but cannot guarantee availability. A deposit may be transferred to an amended booking only where Cosy Paws confirms this in writing. If Cosy Paws is unable to provide a confirmed service, payments for the service Cosy Paws cannot provide will be refunded, subject to any lawful contractual or insurance arrangements that apply.

7. Arrival, Handover and Collection Safety

The Owner is responsible for keeping the dog securely restrained during arrival and collection and for ensuring that collars, harnesses and leads are correctly fitted and in safe condition. Dogs must not be released from a vehicle or restraint until instructed. The Owner must tell Cosy Paws about any history of bolting, slipping a harness, door-dashing or poor recall. Cosy Paws will take reasonable precautions to prevent escape but cannot guarantee that an animal will never behave unpredictably.

8. Collection and Uncollected Dogs

The Owner must collect the dog at the agreed time unless an extension has been agreed. Additional care and associated costs caused by late collection may be charged. If a dog is not collected and the Owner and emergency contact cannot be reached, Cosy Paws may arrange appropriate temporary care and seek advice from the relevant authority, veterinary professional or animal welfare organisation. Any reasonable costs arising from an Owner's failure to collect remain the Owner's responsibility. Cosy Paws will not simply rehome an uncollected dog without following the appropriate legal and welfare process.

9. Exercise, Travel and Secure Dog Fields

Cosy Paws may provide road walks, countryside/adventure walks and visits to suitable secure dog fields according to the dog's needs, age, fitness, behaviour, weather and the Owner's permissions. Exercise arrangements may be changed, shortened or cancelled where Cosy Paws considers this necessary for safety or welfare. Dogs will be given an appropriate rest period around meals. Off-lead exercise will only be provided where appropriate permission has been given and Cosy Paws considers the environment and dog suitable.

Secure/private dog walking facilities currently used by Cosy Paws include:

- [Little Woodend, Markyate](http://www.littlewoodend.co.uk) - www.littlewoodend.co.uk
- [Paws Playcare, Cupid Green Lane](http://pawsplaycare.co.uk) - pawsplaycare.co.uk
- [Grow Walkies, Flamstead](http://www.grow-walkies.com/locations/flamstead) - www.grow-walkies.com/locations/flamstead
- [Doggy Playground, Bourne End](http://www.doggyplayground.co.uk) - www.doggyplayground.co.uk

The facilities used may change from time to time according to availability, suitability and safety.

10. Interaction with Other Dogs

Home boarding may involve appropriate interaction with other suitable dogs. All introductions and play will be supervised and managed according to the dogs involved. Normal dog interaction can occasionally result in minor scratches, strains or other accidental injuries despite reasonable supervision. Cosy Paws may separate dogs, restrict play or alter routines whenever this is considered necessary for welfare or safety.

11. Behaviour, Aggression and Unsafe Conduct

The Owner must disclose any known aggression, biting, guarding, mounting, reactivity or other behaviour that may affect safe boarding. If a dog's behaviour becomes unsafe, seriously disruptive or materially different from that disclosed, Cosy Paws may use reasonable management measures, contact the Owner/emergency contact and, where necessary, arrange alternative suitable accommodation at the Owner's reasonable expense.

12. Puppies and Young Dogs

Puppies and adolescent dogs require additional supervision and management. The Owner acknowledges that house-training may be incomplete and that toileting accidents, chewing, mouthing, scratching, digging, jumping, unsettled sleep and other developmentally normal behaviours may occur. The Owner must accurately disclose the puppy's current toilet-training, crate/sleep routine, chewing habits, recall and any known behavioural concerns. The Owner is responsible for reasonable repair or replacement costs where their dog causes damage beyond ordinary wear and tear, subject to evidence of the loss and applicable law.

13. Female Dogs and Seasons

The Owner must advise Cosy Paws if an unsprayed female is due or likely to come into season around the boarding dates. If a dog comes into season before or during a stay, Cosy Paws may change care arrangements, separate dogs, restrict activities or require collection/alternative care where necessary for safety and welfare. Any additional arrangements will be discussed with the Owner where reasonably possible. Cosy Paws cannot accept responsibility for a pregnancy arising from information about a season or reproductive status that the Owner failed to disclose; Cosy Paws will nevertheless take reasonable precautions while the dog is in its care.

14. Food, Medication and Personal Items

The Owner should provide sufficient food, supplements and prescribed medication, together with clear written instructions, for the full stay and a reasonable contingency where requested. Medication will only be administered in accordance with the information and consent supplied by the Owner. Bedding and crates may be supplied by the Owner where agreed. Cosy Paws will take reasonable care of personal items but does not guarantee against ordinary loss or accidental damage to pet equipment.

15. Illness, Injury and Veterinary Treatment

Cosy Paws will make reasonable attempts to contact the Owner and nominated emergency contact if a dog becomes ill or injured. If neither can be reached, Cosy Paws may obtain veterinary advice and authorise treatment that a veterinary professional considers reasonably necessary for the dog's welfare. The dog's usual veterinary practice will be used where practical; in an emergency or where distance/opening hours make this unsuitable, another veterinary provider may be used. The Owner remains responsible for veterinary fees and reasonable associated costs except to the extent that liability properly rests with Cosy Paws or its insurer under applicable law.

16. Emergencies and Death of a Dog

In the unlikely event that a dog dies while in Cosy Paws' care, the Owner and emergency contact will be contacted as soon as reasonably possible and veterinary guidance will be sought. The dog's remains will be handled in accordance with the Owner's known wishes where practicable and veterinary advice, pending arrangements with the Owner.

17. Damage Caused by the Dog

The Owner is responsible for loss or damage directly caused by their dog to Cosy Paws' property, another person's property or a third party where the Owner is legally responsible. This may include exceptional chewing, scratching, staining or other damage beyond reasonable wear associated with home dog boarding. Any claim for reimbursement will be reasonable and supported by appropriate evidence.

18. Extreme Weather and Welfare Adjustments

During heat, snow, storms, flooding or other conditions that could adversely affect a dog's welfare, Cosy Paws may change walks, travel, outdoor time and other activities. The dog's safety and welfare will take priority over the usual routine.

19. Photographs and Video

Photographs or videos of a dog will only be used on Cosy Paws' website, social media or printed promotional material where the Owner has provided the relevant consent. Consent may be managed separately from acceptance of these Terms & Conditions.

20. Prohibited or Unsuitable Dogs

Cosy Paws will not accept a dog where doing so would be unlawful or outside the conditions of its home boarding licence or insurance. The Owner must disclose any legal restriction, control order or special requirement affecting the dog before booking.

21. Emergency Contacts and Current Information

The Owner must ensure that contact details, emergency contact details, veterinary details and all information held by Cosy Paws remain accurate and current. The nominated emergency contact must be willing and able to assist with decisions or collection if required.

22. Insurance and Liability

Cosy Paws maintains insurance appropriate to its boarding services. Each party remains responsible for liabilities imposed on them by law. The Owner is encouraged to maintain appropriate pet insurance. Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

23. Circumstances Beyond Reasonable Control

Neither party will be responsible for delay or failure caused by circumstances genuinely beyond their reasonable control, provided that the affected party takes reasonable steps to reduce the impact and communicates with the other party as soon as reasonably practicable.

24. Ending Services

Either party may decide not to accept future bookings. Cosy Paws may terminate or suspend services immediately where necessary for safety, animal welfare, serious breach of these Terms & Conditions, non-payment or where continuing care would be unlawful or outside licence/insurance requirements. Any outstanding sums lawfully due remain payable.

25. Notices and Changes to Terms

Important notices may be given in writing by hand, post or electronic communication using the contact details supplied. Cosy Paws may update these Terms & Conditions from time to time. The version supplied or made available for a particular booking will apply unless a later version is expressly accepted or required by law.

26. Governing Law

These Terms & Conditions are governed by the law of England and Wales. The courts with jurisdiction under applicable law will deal with any dispute arising from the agreement. Nothing in these Terms & Conditions affects an Owner's statutory consumer rights.

27. Owner Acknowledgement

By signing the Cosy Paws registration/consent documentation, accepting a booking or otherwise confirming acceptance where permitted, the Owner confirms that the information supplied about their dog is complete and accurate and that they have read and agree to these Terms & Conditions.

Owner Acknowledgement

Owner name: _____

Dog name(s): _____

Signature: _____

Date: _____