



HELLO.WOOF BARK.HOWL.

AN INTRODUCTION TO

PAWS
INDOORS

WWW.PAWSINDOORSSOUTHEND.COM

IN PARTNERSHIP WITH:





Everything
I know,
I learned
from dogs.

-Nora Roberts



Daycare with a difference.

We are committed to changing the perception of dog daycare facilities as chaotic and noisy environments.

We understand that a well-structured and organised setting can significantly benefit our canine companions.

Our daily schedule is thoughtfully designed to provide routine and stability, ensuring that every dog receives breed specific care and attention they deserve.

Each day is filled with a variety of activities that promote physical well-being, mental stimulation, and socialization. From structured playtime and engaging training sessions to designated rest periods, our comprehensive approach helps dogs thrive in a supportive environment.

We believe that through routine and positive experiences, dogs can develop confidence and form lasting friendships, making their time at our daycare a joyful and enriching part of their lives. Join us in redefining what a dog daycare can be!



IS 13 DOGS AT HOME TO MANY?

LUCY HAMMERTON - FOUNDER

Growing up with a diverse pack of dogs (13 at one point), I was inspired to learn about different breeds and their unique traits. As an adult, I realized the importance of community support in balancing work and my love for dogs. This inspired me to create a dog daycare—a safe and loving environment where owners could leave their pets.

Lucy's Professional Achievements

Certified first aid instructor

Tactical Paws - Canine Touch Instructor

IMDT Practical Instructors Course

IMDT OFQUAL Professional Daycare & Boarding

IMDT Easy Peasy Puppy Instructor

Dog Training College - Loose Leaders

Dog Training College - Puppy Klass

Kennel Club - Bronze Citizen



MUM OF 3 BRUSSELS GRIFFONS, BOSTON TERRIER, SPANIEL AND A VERY LIVELY 8 YEAR OLD.

REBEKAH RUSSELL - CO-OWNER

Owning a business has been a challenging journey, but Lucy and I have found a great synergy by combining our skills and passions. With Lucy's expertise in the professional dog industry and my background in marketing and business, we have built a strong foundation. We always keep the welfare of the dogs at the center of everything we do, ensuring they receive the best care while also building trust with our clients. My ability to connect with people and use my creativity has been a significant asset in growing and maintaining our business. I



**MADD MAXX Awesome**
6 reviews · 1 photo

★★★★★ Edited 21 hours ago

An amazing place with amazing staff. So lucky to have this in Southend. It's like nursery for my dog.



   2

**Paws Indoors Southend (owner)**
a year ago

Aw thank you! We love it

 Karen Johnson

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**Emma Price**
1 review

★★★★★ a year ago

Brilliant service, good communication and great **photos** throughout the day. Our pup loves her days with the team and all her new doggy friends.

 Press and hold to react

**Mike Seviour**
3 reviews

**Karen Johnson**
Local Guide · 24 reviews

★★★★★ Edited 6 months ago

My dog Robbie loves it at paws indoors, he loves all his canine friends and he is very well looked after, training is brilliant. All the staff are lovely and genuinely love looking after our dogs and their welfare always comes first. Have recommended paws indoors to all my friends.

Proof in the reviews

 Press and hold to react

 Most relevant Newest Highest Lowest

**Amelia Frampton**
1 review · 5 photos

★★★★★ 8 months ago

Paws Indoors Doggy School has been amazing for our pup Herbie! He started going at 7 months old and has grown so much in confidence. Herbie knows where we are going and cannot wait to get out of the car! He runs straight to the door and ... [More](#)

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**S Mc**
5 reviews · 6 photos

★★★★★ a year ago

 Press and hold to react

**Mike Seviour**
3 reviews

★★★★★ a year ago

The dogs are so pampered and looked after and loved by the staff & with the **photos** sent we can all see what they are doing during the day - best daycare centre I have seen and would highly recommend to anyone with a loved pooch

 Press and hold to react

**Charlotte Cheung**
4 reviews · 3 photos

**Charlotte Cheung**
4 reviews · 3 photos

★★★★★ a year ago

Penny adores going to Paws Indoors and seeing all of her doggie friends. We love the **photo** and video updates throughout the day. The team go above and beyond to make you feel reassured and love the dogs as if they were their own. A fun packed day full of training, enrichment and love means Penny comes home content and excited to go to doggie school again!

Most relevant **X Newest** Highest Lowest

**Sarah Baker**
1 review · 2 photos

★★★★★ 19 hours ago **New**

My little dog Otis absolutely adores going to Paws! His excitement when we pull up is tangible and he cannot get out of the car quick enough! He greets whoever answers the door so enthusiastically and he rushes in ready to see his pals! ... [More](#)



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What makes us different?

Daycare with a difference.



Daily Routine

Much like kids, dogs enjoy routine & structure. This enables us to create a calm & controlled environment.



Licensed & Insured

Being licensed as a daycare is a legal requirement, and it also enables us to obtain full insurance coverage.



Focus of Breed Fulfillment

Breed fulfillment involves meeting a dog's specific needs based on its breed's traits.

What makes us different?



Enrichment & Training

We focus on activities and training that enrich and nourish minds. Our facility has its very own scent garden and enrichment room.



Community

We are proud to bring dogs & pawrents together. Encouraging relationships also with local businesses and clubs.

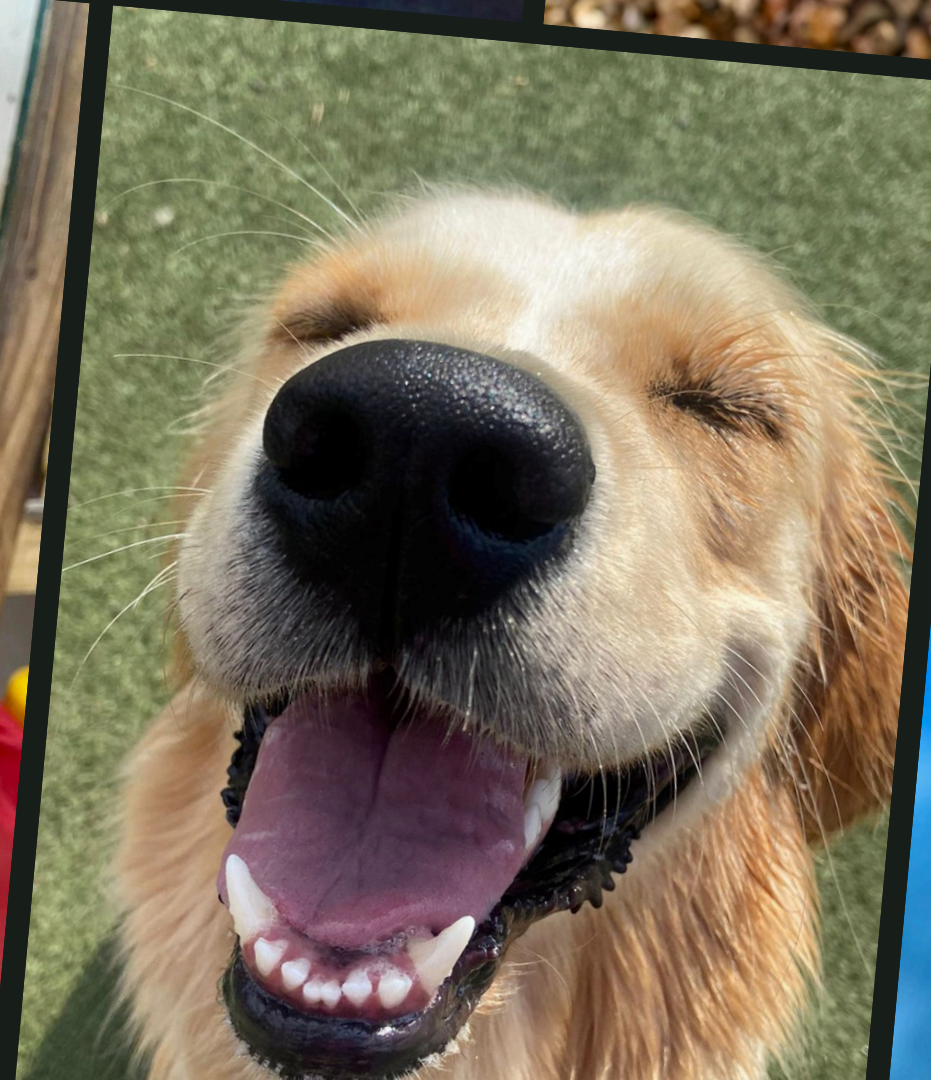


Quality of staff

Each staff member meets the highest licensing qualification. Plus each is judged on their passion for canine care.

Thank You!

From
Paws Indoors Team



8 Key Terms & Conditions

This is a simplified version of your Paws Indoors Terms & Conditions that helps clients understand exactly what they're agreeing to when they join daycare:



Van Service & Home Access

If you're not home at drop-off, we'll need a key and clear entry instructions. Keys are stored safely in a locked key safe and accessed only by authorised staff. Please inform us if your dog doesn't travel well.



Health & Safety

Group play carries normal dog-to-dog risks. We group dogs by size and temperament and always supervise. Owners accept that minor scrapes or play injuries can occur during normal activity.



Illness, Seasons & Neutering

Dogs with contagious illness or recovering from injury/surgery must stay home. Bitches in season cannot attend until fully clear (usually two weeks). Missed days cannot be carried forward.



Payments, Cancellations & Holidays

Invoices must be paid by the final working day each month. Late payments incur £5 per day.
48 hours' notice required to swap a day (subject to space).
Two weeks' holiday allowance per year (excludes 5-day clients).
One month's written notice required to end daycare.



Food & Enrichment

We use grain-free, hypoallergenic treats and fun enrichment like peanut butter, yogurt, and fruit. Puppies bringing lunch are fed separately; dogs over 6 months should not bring lunch unless agreed.



Pick-Up & Drop-Off

Southend collections: 7–9 a.m. / drop-offs 3–6:30 p.m. Times may vary with traffic. Our vans have secure, ventilated crates. Owners are responsible for any damage caused by their dog.



Welfare First

Your dog's safety and wellbeing always come first. Our licensed, insured daycare is run by qualified handlers and built on structure, enrichment, and calm social interaction.



Van & Facility Responsibility

All vans and play areas meet professional safety standards. We are not liable for injuries or escapes resulting from normal supervised play. Owners should disclose if their dog is a known flight risk.

ENRICHMENT & FOOD

LUNCH

Puppies arriving with their lunch will be fed separately in our designated lunch area. Please ensure that the food is brought in a container and clearly labeled with the dog's name. After eating, the dogs will be given time to rest, typically having a little snooze as part of our routine. You do not need to bring any dog bowls with your dog.

For dogs older than 6 months, we kindly ask that you refrain from bringing their lunch to daycare and instead provide a smaller breakfast. This approach helps prevent overfeeding and keeps them motivated for training sessions.

BIRTHDAYS

We enjoy celebrating birthdays! Your furry friends deserve to be pampered, so we take pleasure in indulging them with delightful treats. Our offerings include cakes, biscuits, and other tasty goodies sourced from reputable suppliers. Feel free to reach out for any details you need. If you'd like to bring something special for your pup's birthday, you are more than welcome to do so.

TREATS

We utilize grain-free, hypoallergenic kibble or chicken in pressed or cooked form, as well as hot dogs for high-value training rewards. If you prefer a different option, such as a raw diet for your pet, freeze-dried food is available.

For enrichment activities, we offer a variety of options, including salmon oil for scent work, dog peanut butter, dog-safe yogurt for licking, and a selection of fruits and vegetables like strawberries, bananas, watermelon, apples, carrots, Brussel sprouts, and blueberries. While we may introduce new items, we always notify you in the family chat.

RESOURCE GUARDING

During your initial assessment, we would have already covered this topic with you. However, if your dog starts to exhibit resource guarding behavior over food or objects, we will adjust their enrichment activities to individual or small group settings.

VAN COLLECTION SERVICE

PICK UP AND DROP OFF TIMES

We reserve the right to adjust our pick up and drop off times. We always aim to collect in Southend between 7am and 9am / drop off 15.00pm to 18.30pm. For those at Billericay we aim for 7.30am-9.00am / drop off 3.30pm - 18.30pm.

The above times are subject to various contributing factors such as traffic or road closures.

VEHICLE INSURANCE

Our vehicles are insured for business purposes and to transport dogs. By permitting us to transport your dog in any of our vans to any destination, whether leased or not, you agree not to hold the business responsible for any harm or fatality resulting from a road traffic accident or incident involving our van or another vehicle, at any given moment.

SUITABILITY FOR TRAVELLING

We must be made aware before booking in pick up & drop off if your pup does not travel well. We do not wish to put any pup in our care under any duress.

INSIDE OUR VEHICLE

Our vans come with premium-quality cages installed professionally, providing the safest mode of transportation for your dog. Each van is furnished with ventilation, extractor fans, and cooling units for warmer seasons. Please note that any damage caused by your dog to the vans will incur costs for which you will be responsible.

COLLECTING & DROPPING OFF AT YOUR HOME

If we are dropping off your dog when you are not at your residence we will require a key & instructions to gain entry to your home plus instructions for your dog once inside your home.

If any of these instructions change please let Paige know as soon as you can. If a key or instructions to gain entry is not given we cannot offer our van service.

Your key will be kept securely in our key safe and only select staff have access.

PAYMENTS, DAY CHANGES & HOLIDAY

Your bookings make up our monthly diary and allows us to make sure our staffing levels cover our required ratio. Our ratio is a requirement of our regulations set out by the government.

PAYMENTS BEING MADE

We request that all invoices are to be paid by the last working day of the month or before. If you pay after the 1st of the new month you will be £5.00 charge per day for a late fee.

Please notify us if you do come into any financial difficulty.

CHANGES TO YOUR DIARY

Your days are set each week, however if you do need to swap, you must give us 48 hours notice and we will try to accommodate a swap within the month subject to availability.

All modifications to your schedule, such as cancellations and additions, must be completed online via your Revelation Pets portal.

While we acknowledge that unexpected circumstances may occur requiring adjustments, we kindly ask you to contact Paige promptly in such instances.

CANCELLING YOUR DAYCARE

If you no longer need the daycare service and want to free up your spot, please notify us in writing via email. Kindly inform us of the date of your last day with us at 1 calendar month in advance.

Once notice is accepted you will not be able to claim your holiday.

HOLIDAY

You are allowed 2 weeks holiday per year, this is based on how many sessions you have per week. If you are on the 5 day rate, the holiday break does not apply to you.

HEALTH & SAFETY

We feel it's important for you to know that although we do everything we can to ensure the safety and happiness of your dog, there are some risks involved with our activities that you should be aware of - risks most of which are present in everyday life for your dog in situations they will be in even out of daycare.

BITES OR INJURIES

We will not permit any dog into our services if we believe it poses a threat to people or other dogs. We retain the authority to use a muzzle on any dog we deem necessary to avoid harm to our staff, the public, or other dogs.

In the event that your dog injures someone or something, you are accountable under UK law, which may lead to legal action or the euthanasia of your dog. We will not accept any dog into our services if we assess them to be a risk to people or other dogs. We also reserve the right to muzzle any dog that we consider a potential danger to prevent harm.

By bringing your dog to our establishment, you acknowledge these risks and agree not to hold the business responsible. We require owners to take legal responsibility for their dog's behavior and cover any legal, veterinary, or property damage expenses resulting from their dog's actions.

By bringing your dog to our premises, you agree to cover associated costs and authorize us to share your personal information with relevant authorities or affected individuals in case of any incidents caused by your dog. We will keep you updated on any incidents involving your dog, regardless of whether any damage or injury occurred.

HEALTH & SAFETY

BEHAVIOURS

While group settings for dogs come with inherent risks, we have stringent measures in place to minimize them. Our entry policy is strict, and we do not allow any aggressive dogs into our facility. Dogs showing signs of aggression are promptly removed from daycare, regardless of their length of stay. Moreover, we reserve the right to exclude immediately any dog displaying dangerous or inappropriate behavior from all our services, without issuing refunds.

Sometimes, incidents among dogs may not reveal the obvious cause through injuries alone. For instance, a dog injured in a scuffle might actually be the instigator, with the other dog reacting defensively. In such cases, the responsibility for vet bills or damages lies with the dog that initiated the incident, rather than the specific injury.

In ALL cases, the decision on responsibility for liability for costs relating to dog on dog incidents will be made by PAWS (as we will have witnessed the incident first hand to see what caused it) and will be final.

Kindly note that we cannot be held accountable for the actions of another dog while in our daycare facility. This is not an attempt to avoid responsibility but rather a recognition of the realities associated with doggy daycares.

Dogs, being animals, can react unexpectedly despite our best efforts and entrance protocols. Even a dog that has never displayed aggression before can cause minor or severe harm, or even fatal injuries, in a matter of moments. In a social setting with multiple dogs, it is challenging for even a highly trained and experienced staff to prevent such incidents. While such occurrences are extremely rare, the risk is always present. By using our service, you acknowledge and accept this inherent risk.

HEALTH & SAFETY

IN THE RARE CASE OF AN INCIDENT

At our daycare, dogs are grouped by size or play styles, but there may be occasions where dogs of different sizes interact for specific reasons. By bringing your dog here, you understand that they may socialize off-leash with dogs of varying sizes, and our terms and conditions apply universally. Trained staff will assign your dog to a group, considering breeds, ages, personalities, temperaments, and sizes. Your dog's group may change without notice due to growth, behavior changes, or shifts in dynamics.

Although we prioritize safety, injuries can occur. If an incident involves your dog, our staff will check for injuries. While not veterinarians, we advise you to thoroughly check your dog at home or consult a professional.

By releasing the business from liability, you understand that immediate recognition of an injury or its severity might be challenging. In case your dog shows any visible injuries, we will promptly inform you and, upon request, transport your dog to the nearest vet. For serious injuries, we will take your dog to the vet promptly, even without your request. By participating in activities with us, you authorize the business to approve any necessary treatment or procedure recommended by the vet to alleviate suffering.

You are responsible for all related fees, including consultation and out-of-hours charges, or reimbursing the business entirely. This procedure ensures that your dog receives timely care if we cannot reach you immediately. We have Canine First Aid trained staff available at all times during daycare. The same process applies if a dog shows signs of illness or discomfort requiring vet attention, especially for stays exceeding 6 hours. While we make every effort to contact you first, you authorize us to proceed with investigative procedures and surgery if necessary before your dog's return. You agree to settle these expenses directly with the vet or reimburse the business if we are unable to reach you. We highly require you to securing pet insurance prior to joining us.

HEALTH & SAFETY

SCRAPES & MINOR INJURIES

It's important to note that the majority of minor injuries, cuts, and scrapes in daycare settings result from friendly play or accidental wrestling. In such cases, responsibility for any treatment lies with the owner of the dog involved, as these incidents are not intentional.

Despite our best efforts, dogs can sustain injuries for various reasons. We believe in allowing dogs to engage in natural play, running, and interacting with different surfaces and equipment. These may include raised objects, water pools, grass, wood-chip, soil, and rocky areas (depending on the location) where they might chew, swallow, cut themselves, or jump from.

We provide a range of play equipment and toys for dogs to enjoy. While we strive to make these areas safe, the nature of play and interaction does pose a higher risk of injury. However, it enhances the daycare experience for the dogs. By choosing our services, you acknowledge and agree not to hold us responsible (financially or otherwise) for any injuries, accidents, or illnesses that may occur during normal participation in our daycare.

ESCAPE

In any off-lead setting, there is a potential risk to dogs' safety. We dedicate ourselves to providing dogs with a high level of enjoyment, socialization, and physical activity during their time with us. Our daycare operates as a free-range facility, where all dogs are off-leash. To ensure safety, our premises are fully enclosed by perimeter fencing, and each paddock is individually fenced as well. When you engage in activities with us, you acknowledge these risks and agree not to hold the business responsible for any injury or loss that may occur due to an escape. If your dog is known to be a flight risk we need to know this information up front before confirming your joining.

YOU & YOUR DOG

ILLNESSES OR INJURY

Dogs showing signs of a potentially contagious illness should not interact with other dogs at daycare. They must either remain at home or be isolated from the main areas until we confirm that there is no risk to other dogs. Certain conditions, such as Giardia, Kennel Cough, and Papilloma, may require dogs to stay home even while in quarantine until a veterinarian gives clearance.

Please inform us if your dog is unwell so we can offer assistance. Regular fees and cancellation policies remain in effect during this period. This policy also applies to dogs recovering from injuries, surgeries, or behavioral concerns, where they may need to be separated from the main daycare setting.

IDENTIFICATION

Under UK legislation, it is mandatory for all dogs to be microchipped and insured by their owners. Additionally, in our establishment, it is required that all dogs wear a collar with an attached ID tag at all times. If a collar is not worn, a harness is permitted but must also have an ID tag attached.

SEASON & NEUTURING

It is important to plan for the future when it comes to neutering and spaying.

When your pup comes into season they must not attend until bleeding has completely stopped and they are no longer swollen. We will allow for their days to be carried over (when possible) for two weeks based on their usual attendance.

YOUR PERSONAL DATA

When reaching out to us through our contact form, phone, or email, you will share personal information like identity and contact details. By sending an inquiry, you won't be automatically subscribed to any mailing list. If you don't become a client, we will solely use your data to communicate about your inquiry. Your information will be stored securely within the emails you sent us in our Google-secured inbox.

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YOU & YOUR DOG

When you engage with PAWS as a client, we will need additional personal information to effectively provide our services. This will entail details such as your full name, contact information, and information regarding your dog/s. Any personal information needed will be requested directly through email or phone, and we will not gather any additional data without your awareness or consent. The personal data collected is utilized for establishing and managing the services we offer to you, and it is securely stored and managed across various systems.

Our exclusive online account system is the property of the business, operated by CYB support, and it handles information related to identity, contact details, and details about your dog(s). Passwords and other personal data are not accessible to us, as passwords are securely stored in an encrypted format within the system. This system manages all service scheduling and supplies the necessary data for invoicing.

Xero is an accounting platform that we utilize for managing our client invoices and payments. Within Xero, we input and store identity information, contact details, and data related to invoice generation, delivery, acknowledgment, and payment status. Xero has its own GDPR policy governing all data stored in their online software.

PandaDoc is an eSignature service where some personal data is entered by us, while most is filled in directly by you as the client.

The information you provide via PandaDoc is stored within our online PandaDoc account and our own online account.

This includes identity details, contact information, details about your dog(s), and your eSignature.

PandaDoc has its own GDPR policy for the data you input into their service and the data stored on their platform.

Stripe is a direct debit collection service utilized by our company to manage invoice payments from clients. This system is seamlessly integrated with Xero, enabling automatic data transfer between Xero and Stripe. To set up a direct debit with PAWS, clients complete an online form on the Stripe platform. Personal information shared during this process is only partially disclosed to PAWS, with no access granted to any client's financial data. The data we receive is solely what clients provide directly to us, helping us link direct debit accounts to clients in our system and in Xero. Stripe adheres to its own GDPR policy regarding any personal data inputted on their website.

YOU & YOUR DOG

Mailchimp, an email newsletter service, is utilized by PAWS for sending crucial news updates to clients. Your email is added to the list upon becoming a client, and you receive these emails only while active. If you pause or cancel your account, you are promptly removed from the list. The email addresses are solely for client updates and not shared with third parties. the buisness uses this service to inform clients of significant changes or events. Additionally, the buisness can track email delivery, openings, and link clicks. Mailchimp has its own GDPR policy for data stored on their platform.

You have specific rights regarding your personal data in our possession. These rights include the ability to request a copy of your data, correct any inaccuracies, restrict processing, and request permanent deletion. To exercise these rights, kindly contact us via email, and we will promptly adhere to legal requirements. Please be aware that in certain situations, regulatory obligations may override these rights. For instance, we are mandated to retain data of dogs and owners who attend daycare to comply with licensing rules. We must keep this data until the required time elapses, but unnecessary information can be deleted. Similarly, we cannot erase data necessary for payment or outstanding invoices until services are settled. If you have concerns, you can lodge a complaint with an EU data protection authority.

Due to the fact that PAWS only collects necessary data, if you no longer want us to have access to this data or process it- we will not be able to continue to carry out any services for you- this includes opting out of email communications from us, as there is often important or vital information within these emails that you are required to know and/ or acknowledge.

In summary, PAWS and our team will only have access to identity data, contact information, and details concerning your dog(s). We do not have access to passwords or any financial information, and we rely on reputable companies to handle this sensitive data securely on our behalf. Access to personal data is restricted to employees who require it for their job duties. We prioritize the security of personal information, and all our employees are bound by confidentiality agreements.

DETAILS ABOUT YOU

FULL NAME:	
MOBILE NUMBER:	EMAIL
ADDRESS:	
CITY:	POSTCODE:

Please supply details of someone in the UK we can contact in an emergency and who is aware of this arrangement and willing to make decisions about your pet in your absence should this be necessary:

EMERGENCY CONTACT 1:	
NAME:	NJUMBER
EMAIL	ADDRESS
CITY	POSTCODE:

EMERGENCY CONTACT 2:	
NAME:	NUMBER
Address:	
CITY	POSTCODE:

DETAILS ABOUT YOUR DOG

NAME:	DOB:
BREED:	COLOUR:
NEUTURED? Y/N	CHIP NUMBER:
INSURANCE POLICY NUMBER & PROVIDER	

LAST DATE OF FLEA TREATMENT:	FLEA TREATMENT BRAND:
LAST DATE OF WORMING TREATMENT:	WORMER BRAND:

ANY CURRENT MEDS BEING TAKEN?	
ANY ALLERGIES? (FOOD OR MEDICATION)	
MEDICAL CONDITIONS OR PREVIOUS ACCIDENTS THAT WE NEED TO KNOW ABOUT?	
ANY EXERCISE RESTRICTIONS?	
ANY BEHAVIOUR WE NEED TO KNOW ABOUT SUCH AS - FOOD GUARDING, DOESNT LIKE FEET BEING TOUCH ETC THIS PART IS REALLY IMPORTANT, NO MATTER HOW BIG OR SMALL THEY SEEM WE WANT TO MAKE SURE WE ACCOM IDATE.	

Please now upload your dogs latest vaccination record - our system will remind you that it will need to be renewed afew month before it expires. Our team will contact you if and upto date record has not been received but it is your responsibility to send this to us. Failure to provide this yearly may result in a cancellation of daycare.



PRINT NAME:	
SIGNATURE	
DATE:	

