



Wag & Stay Terms and Conditions

These Terms and Conditions establish a legally binding agreement between you, the dog owner ("you"), and Wag & Stay ("we/us").

Agreement

- 1) Accepting dogs onto the premises. The below schedule is set to ensure that we are lawfully abiding the rules both in and out of our premises.**
 - a) All dogs must be microchipped and wear a collar.
 - b) Owners must provide proof of insurance through the Meet & Greet application on our website or by email to info@wagandstay.co.uk.
 - c) Owners are responsible for providing sufficient food and medication for their dog(s) throughout the duration of their stay.

- 2) Payments and Cancellations:**
 - a) Full payment or the remaining balance is due 72 hours before the boarding date/Dog Day care date unless a cash payment has been agreed and will need to be received on the arrival date for stays shorter than 3 days.
 - b) Full Payment is required at least 1 month for holiday packages or stays extending longer than 7 days.
 - c) Cash Payment may only be accepted under our discretion for shorter than 3 days.
 - d) For stays exceeding 3 days, a 50% non-refundable deposit is required to secure your dog's booking. This deposit ensures your reservation is held and covers a portion of the total boarding fee. Please note that the deposit will not be refunded if the reservation is cancelled or shortened. The remaining balance will be due 1 month before boarding commences.

By agreeing to point D, you acknowledge that the deposit guarantees a space for your dog, and we are unable to offer refunds due to cancellations, as it impacts our ability to accommodate other clients.

Owners confirmation:

- 3) Health and safety**
 - a) All dogs must be up to date with vaccinations, worming, tick, and flea treatments. Proof of vaccination must be provided upon each arrival.



- b) Only bookings for unspayed females before their first season are accepted, and males over 12 months must be neutered.
- c) Dogs must arrive in a clean condition.
- d) Any special requirements for food bowls (e.g., slow feeders) or dog beds/blankets must be provided by the owner in a clean and freshly washed condition.

4) Liabilities & Responsibilities

- a) Owners are liable for any damages caused by their dog(s) to our property beyond normal wear and tear.
- b) Owners must disclose any traits or behaviours that could make their dog unsuitable for home boarding, such as excessive barking, resource guarding, aggression, timid behaviour leading to accidents, or other anti-social behaviours.
- c) If a dog is found to be aggressive or must be moved to a kennel for any reason, you will be contacted to arrange alternative accommodation for your dog. A standard £20 will be chargeable for the transfer fee and an additional charge of £1.25 per mile for any destination outside of Hornchurch, Romford and Upminster.
- d) Failure to comply with section 1 of this agreement will result in us refusing acceptance of the dog and you will be liable for the full amount of your boarding and or day care fees.

5) General Policies:

- a) You opt-in for any photos that are taken of your dog(s) to be shared on our social media and/or our website. Wag & Stay will take the upmost care when taking these photos to ensure no names, numbers or locations are visible in the photo.
- b) Dogs may interact with other boarded dogs and visitors' dogs under our supervision. If special accommodations are required, owners must inform us at the time of booking.
- c) In the event of your dog getting muddy or rolling in fox poo etc, your dog will be bath/showered (good quality/ appropriate shampoo). Please give your consent by signing the below and advise any skin conditions or any other relevant details that Wags & Stay should be aware of before bathing/ showering your dog(s):

6) Records Keeping

- a) Wag & Stay are required to maintain a record of your dog(s) and as a result the following information will be collected.
 - i) Dog's Name, Age, Sex, Neuter/Spay status, Microchip Number, Breed, Dietary and medical requirements, Temperament, Characteristics and behaviour, Proof of insurance & Vaccination records. ii) Owner's Name, Contact Numbers, Email Address, Postal Address, and other information shared under the emergency details section.

Owner Confirmation:



By boarding their dog(s) with us, owners confirm they are the legal owners of the dog(s), agree to these Terms and Conditions, and affirm that all information provided is accurate.

First & Lastname: _____

Signature: _____

Date: ____/____/_____