

Terms & conditions

Dog Boarding Agreement



Dog Boarding/Daycare Agreement

Client authorization & terms

1. I authorize Reservoir Doggy Resort & Spa to care for my dog whilst I am away. I will fill out all necessary forms and inform Reservoir Doggy Resort & Spa of any information I deem important regarding my dog
2. I authorize Reservoir Doggy Resort & Spa to obtain any emergency veterinary care that may be necessary during the time spent with my dog. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize Reservoir Doggy Resort & Spa to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate Reservoir Doggy Resort & Spa for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses or damages resulting from an injury to the dog border or any other persons involved by the pet. I agree to cover any fees or expenses in the event of a claim by any person injured by the dog. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify Reservoir Doggy Resort & Spa of any concerns/complaints within 24 hours of any appointments. We will do our best to resolve any issues or concerns.
6. I understand any misleading or false information may result in the termination of the Dog boarding agreement.

7. We encourage trial stays before a first time long stay so your dog is familiar and comfortable with their dog boarder. However we do offer a 15 minute pre boarding visit free of charge.

8. I understand I must state if my dog shows aggression in any way. I understand I must fully disclose any quality or characteristic problems which might make caring for my dog unsafe. Reservoir Doggy Resort & Spa will not care for dogs that imperil their safety or others and they will not accept dogs muzzled.

Reservoir Doggy Resort & Spa Responsibilities

9. Reservoir Doggy Resort & Spa agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Reservoir Doggy Resort & Spa, its employees, or assignments, except those occurring from the negligence of the boarder.

10. Reservoir Doggy Resort & Spa will abide by the Pet Industry standards and regulations at all times

11. Reservoir Doggy Resort & Spa will keep clients up to date on their dogs well being during their stay with us.

12. Reservoir Doggy Resort & Spa will not let any dog off his/her lead unless the owner has given written consent.

13. If unforeseen circumstances occur when Reservoir Doggy Resort & Spa cannot attend to your dog's needs due to illness etc, you will be notified straight away and alternative arrangements may need to be arranged.

14. Reservoir Doggy Resort & Spa is not responsible for damage sustained by your dog escaping because of a faulty lead/collar or a collar that is not properly fitted.

15. Reservoir Doggy Resort & Spa will notify the owner if any incidents occur that may impact their dogs health.

16. The client must make sure the dog tag is up to date and provide one for the address and phone number of the dog boarder address and phone number.
17. This agreement is permanent and is valid throughout your stays with Reservoir Doggy Resort & Spa and we reserve the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice before the booked date.
18. All of the client's dogs' belongings will be returned to them at the end of their stay with us however we will not be held responsible if items such as toys and beds get damaged or lost.
19. The client will inform their vet of their absence and give details of who is looking after their dog.
20. Reservoir Doggy Resort & Spa agree to love and care for your dog whilst you are away or at work.
21. Your dog must be in a clean, groomed condition and must be up to date with vaccinations, de-flea, and anti-worming treatments. Vaccinations must include their annual booster and kennel cough. Your dog cannot come to us within 14 days of receiving the vaccine as it's a live vaccine. We cannot accept your dog if he/she has had no kennel cough, is not upto date or within the 14 day period. It is your duty to make sure your dog is up to date with all vaccinations as we will not be held responsible. If unsure please ask a member of staff.
22. Only dogs from the same household can be housed together. If one of the clients dogs attacks or harms another dog it houses with the client takes full responsibility.
23. We ask you to bring your own food as a change in diet can upset their digestive system and also keeping to their usual diet will help them settle in.

Emergency care

24. In case of an emergency the dog boarder will contact the owner using the phone numbers on the introduction forms. The owner will then instruct the dog boarder on their next action. If for whatever reason the dog boarder cannot

make contact with the owner then the emergency number from the introduction forms will then be called. If no contact is made Reservoir Doggy Resort & Spa will then be authorised to transport your dog to their requested veterinarian practice and seek medical care. All costs will be covered by the owner.

25. Any extra supplies that are needed will be the responsibility of the client and Reservoir Doggy Resort & Spa should be reimbursed along with fees for time.

Cancellation Policy/amendment

26. One month's notice must be given for any dog boarding assignment. Anything less will require full payment to Reservoir Doggy Resort & Spa. Deposits are non refundable or transferable. Here is an example: If you're due to arrive on the 20th October you need to pay in full by the 20th September. This way it is clear to work by as some months have more days than others.

27. Full payment must still be paid regardless of any early return home by the clients. Any bookings given under four weeks notice to cancel are non transferable or refundable and payment should have already been paid in full.

Payment and Booking Deposits

28. Invoices will be sent one month before the agreed assignment and must be paid in full within 3 days to Reservoir Doggy Resort & Spa. This can be done by bank transfer or cash can be dropped off one month before booking.

A non refundable deposit of £50 is required to secure all boarding bookings, a £10 deposit is required to secure all daycare bookings. This deposit confirms your appointment and reserves the agreed date and time exclusively for you. Please note that one deposit is required per booking.

All deposits are non-refundable and non-transferable under any circumstances. In the event of cancellation, rescheduling, or failure to attend your appointment, the deposit will be retained.

By making a booking and paying the deposit, you acknowledge and agree to these terms.

Unspayed/in season dogs

29. If your dog is unspayed we are happy to care for them but please inform us when booking as we do our best to avoid housing next to entire dogs. If your dog is in season we need to be informed.

Holiday Swim Sessions

We are pleased to offer one complimentary holiday swim session for dogs staying with us for 7 days or longer.

To qualify for this free swim session, the following requirements must be completed before your dog's stay:

- **Your dog must be boarding with us for a minimum of 7 consecutive days.**
- **Three completed swim forms are required:**
 - **One veterinary consent form, completed and signed by your dog's vet, confirming that your dog is fit, healthy, and safe to swim.**
 - **Two owner consent forms, completed by you prior to the swim session.**
- **Owners must request the swim session on arrival. Swim sessions are not automatically scheduled and will only be provided when requested.**

Please note that if all required forms are not completed, or if the swim session is not requested upon arrival, the complimentary swim session will not be provided. This policy ensures the safety and wellbeing of all dogs in our care. Additional swim sessions may be booked during your dog's stay; however, an additional fee of £30 per dog, per swim session will apply.

*Client name:

*Date:

*Your signature:

Reservoir Doggy Resort & Spa

Dog boarding:

Date:

Signature:
