

Terms and Conditions

1. The client agrees to provide full and honest information to The Peak Dog Retreat about their dogs during the booking procedures. Behaviour which may negatively impact upon myself (Clare Hankey) or any member of staff which we are not forewarned of are not acceptable. Any known negative behaviours such as nervousness, aggression, food aggression, determined lead pulling, sensitive areas of the body must be declared at booking in.

2. The emergency contact will be asked to take over care for the dog(s) in the event of an emergency, be it an evacuation in the event of a fire or such like or if you're dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but not limited to, aggression, separation anxiety, anti-social behaviour. Refunds will not be given under these circumstances and the entire booking must be paid for in full. Please seek permission for your emergency contact to be nominated. The client agrees that if their dog attacks a member of The Peak Dog Retreat staff, and this results in injury to that person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog. The dog will be removed with immediate effect and placed with the emergency contact and no refund will be due.

3. I agree I will be handing over my dog(s) to The Peak Dog Retreat in good health. Any current illnesses or ailments will be disclosed and any medication for such ailments will be supplied and detailed on the Medication Permission form. If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, the dog will be moved to the isolation room. They will receive the same standard of care throughout the rest of their stay and medication will be given as prescribed by the vet. If a period of more than one month elapses between a booking confirmation and the commencement of service, the client must ensure that The Peak Dog Retreat are informed of any changes made to the pet's health, routine or care. This can be declared on the booking in form.

4. All dates, drop off and collection times are set and must be followed. Please remember this is my business and if you arrive early, please wait until the opening times before phoning for attention. If you are running more than 15 minutes late past the collection and drop off times, we will charge you an out of hour's fee at our discretion. If you are unavoidably delayed by more than fifteen minutes, you must contact myself before the arranged time to arrange another suitable time for drop off or collection. Please only phone or text to rearrange, if you use any other form of messaging this may not be received if I am not in a Wi-Fi enabled area.

5.a. A deposit may be requested at time of booking. Deposits are non-refundable in the event of cancellation on your part. Should The Peak Dog Retreat have to cancel your booking your deposit will be refunded in full? If you choose to cancel the booking and no deposit has been taken The Peak Dog Retreat reserves the right to charge a cancellation fee. A minimum notice of 28 days to cancel is required otherwise The Peak Dog Retreat reserves the right to charge a cancellation fee of 50% of the original booking. Should you choose to

end your dog's stay with us early you will still need to pay the full amount for the original booking made.

5.b. All bookings 3 days and under must be paid for in full at time of booking. This can be via bank transfer or in cash.

5.c. As of 01/01/2022 any booking cancelled or ended early due to Coronavirus or any Coronavirus related issue will still be subject to the normal cancellation policy so it is advisable to check your holiday insurance (if applicable) covers boarding fees.

6. Should you consent, that if your dog(s) are under one year of age that, where possible will be given the opportunity to have supervised interaction with different members of staff and dogs (big and small) to ensure their socialisation and emotional growth. They should be given time to explore the environment and be kept entertained with activities. All training will be force free and positively rewarding. I will continue any basic training you have started. I am not a qualified trainer or behaviourist. Any sign of illness we will isolate the puppy and contact you and the vet. Your puppy will be walked for an appropriate time for their age and development.

7. If a medical emergency arises for the dog(s), The Peak Dog Retreat will make every effort to contact the client and their emergency contact. Where time is of the essence, the client authorises The Peak Dog Retreat to seek medical services at their registered Veterinary Practice.

8. Dogs will not be permitted to be off lead when being walked outside the home or around the farm, off lead play time will happen in the secure play paddock. Clients agree to provide any lead, harness, head harness and collar that their dog is normally walked with.

9. Dogs can only be accepted on the condition that they have been fully vaccinated against Distemper, Hepatitis, Leptospirosis and Parvo-virus within the last 12 months and not less than three weeks prior to boarding. The certificates must be shown on the day of arrival. Kennel Cough is not compulsory but is highly recommended. If your dog has not been vaccinated against kennel cough then you must accept full responsibility if your dog picks up kennel cough.

10. Any dog who is not collected within 2 days of the agreed collection date, and where there has been no contact from the client or their emergency contact will be assumed abandoned and any necessary provisions made.

11. The Peak Dog Retreat will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes any and all claims against The Peak Dog Retreat except those arising from gross negligence or misconduct on the part of The Peak Dog Retreat

12. The client authorises the signed contract to be valid approval for future services, therefore allowing The Peak Dog Retreat to accept future bookings without additional

13. As required by law, all dogs must wear a collar at times with a tag stating the owners name and address. A Peak Dog Retreat name tag will also be used for every dog staying with us.

14. As of 6th April 2016, all dogs are required by law to be microchipped. Any dogs arriving not microchipped will not be accepted and we are obliged to report your details to the local authority.

15. You are required to provide enough food for the full length of your dog/s stay with us. Food should be in a sealable container.

16. Should there be insufficient food for your dogs stay they will be fed the same food as our own dogs, a dry mix with a topper and will be charged per meal that we serve.

17. You are welcome to bring your own bedding (No Bean bags) and toys, these must be safe. We will attempt to take as good care as possible of all your belongings, we will not held responsible for any loss or damage items.

18. On booking please make The Peak Dog Retreat aware if your dog is unneutered. If you have an un-neutered female, please try and give us some notice if you think she is due in season, currently in season or just finishing a season.

19. It is possible that a dog may pick up scratches during walking or play time, staff will treat minor injuries and inform the owner immediately.

20. The Peak Dog Retreat accepts no responsibility should a dog die in our care.

21. Any pre illness must be declared in the enrolment form.

Signed contracts or authorisation.

By signing below the client is promising to read these terms and conditions in their entirety.

I, the undersigned, have read and agreed to the terms and conditions of using the services of The Peak Dog Retreat. I understand that any outstanding the fee will be paid to The Peak Dog Retreat. I can confirm that I agree to pay any vets fees incurred during my dogs stay which are for a condition not directly related to, or not as a result negligence of my dogs stay at The Peak Dog Retreat. By signing these forms I am agreeing to follow through with this booking and pay any fees due.

Client's name:

Client's signature:

Date:

