



## TERMS AND CONDITIONS

[Sorry it sounds so legal, it has to be proper and official!]

All bookings, either confirmed or pending are subject to The Grey Hotel's Terms and Conditions. Submission of a Booking Form constitutes acceptance of these terms and your continued use of our services confirms your acceptance of the terms in force each time you use The Grey Hotel.

The Terms and Conditions set out an agreement between 'you' the owner and The Grey Hotel.

### Your Booking:

1. Bookings are not confirmed until the deposit has been paid, which is due within seven days of receipt of the deposit invoice.
2. Once the booking deposit has been paid to The Grey Hotel, you agree to pay the balance before or on the day of check-in.
3. You confirm that you agree that if you cancel your booking for whatever reason with less than 14 days' notice, your deposit is non-refundable.
4. All dogs must be up to date with their vaccinations, worming, tick and flea treatments. You must provide The Grey Hotel with the vaccination booklet at the start of each board.
5. Once you have a confirmed booking, you can make an appointment for an 'Meet, greet, eat and snooze' overnight familiarisation stay prior to your hound's holiday. This pre-visit must have a mutually satisfactory outcome for the booking to proceed.
6. You confirm that you agree to contact The Grey Hotel within three days of the overnight familiarisation stay if you are unhappy for any reason and want to cancel. In these circumstances, the cost of the overnight stay will not be refunded but the deposit for the booking will be refunded 100% if cancellation is received more than 14 days before check-in date.

### Your Dog Details

1. You agree to provide full, honest and detailed information about your hound/s and agree to our terms and conditions. During your continued use of The Grey Hotel's services you agree to keep us informed of any changes to your hound/s. Failure on your part to disclose any matter whether material fact or not, which in our view might render your dog

unsuitable to use this home boarding service will amount to breach of conditions and termination of your dog's stay without refund.

2. We are unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
3. You confirm your dog is non-aggressive. Should it show aggressive tendencies, you accept that he/she will be placed in a dog boarding kennel until your return and that this will be subject to a transfer charge of £20.00 which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to The Grey Hotel and any additional fees charged by the kennels will be payable by you.
4. You have disclosed any known dangers associated with your dog.
5. You confirm that you agree should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she will be placed in a dog boarding kennel until your return and that this will be subject to a transfer charge of £20.00 which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to The Grey Hotel and any additional fees charged by the kennels will be payable by you. In addition, you agree to pay the cost of any damage caused by your dog to The Grey Hotel
6. The Grey Hotel will care for your dog as you would, and whilst we will make every effort to ensure your dog/s is cared for to our usual high standards we cannot be liable for loss, injury or death either inside or outside of the carer's home whilst in our care.
7. You confirm that you are the legal owner of your dog.
8. You confirm that your dog has not been ill with any contagious disease or condition within the past 30 days and that your dog has received all the necessary vaccinations.
9. You understand that under no circumstances will The Grey Hotel be liable for consequential damages or damages beyond our policy insurance limits.

## Veterinary Details

1. The Grey Hotel will use all care to ensure the happiness, safety and welfare of your dog/s. If however your dog becomes unwell or has an accident during his board and we consider time is critical, we will take him to a Veterinary Surgery. You agree for The Grey Hotel to seek advice from a qualified veterinary surgeon to make any decisions regarding your dog's

health/welfare, providing it is acting in the best interest of your dog. An emergency contact number for you or someone to make these decisions on your behalf will be required. If time is deemed not to be critical, The Grey Hotel undertakes to contact the owner to consult on the best way forward. We do recommend that your dog is insured against sickness, accident, injury and third-party liability prior to the start of the board. You agree to be responsible for payment of veterinary fees incurred upon your return in cases of ill health; also to pay any fees relating to an accident over and above The Grey Hotel's own policy limits. The permissions form gives The Grey Hotel authorisation to take your dog/s to the Vets if necessary, whilst also confirming you will either reimburse The Grey Hotel any fees or pay the Veterinary Surgery directly, whichever applies.

2. You agree that if your dog attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and /or person), you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog. We recommend but do not insist that your dog be insured against sickness, accident, or injury and for third party liability prior to boarding.

## Your Dog's Holiday

1. You agree that if in extreme cases a dog is found to be destructive, aggressive, agitated, stressed, completely unmanageable in the home or highly anti-social, The Grey Hotel will have no option but to contact you or your emergency contact. Your emergency contact will be expected to provide alternative care or arrangements will be made to kennel your dog at your cost. Every effort will be made to avoid such an event by you providing an honest account of your dogs and by us having an open and frank discussion at the familiarisation visit.
2. You agree that your dog must be fully vaccinated before any stay (copies to be supplied) or in circumstances of homeopathic-treated dogs liability accepted and all parties in agreement.
3. You agree to deliver your dog in a clean, groomed condition, with worming/flea/tick treatment applied at a date that provides protection for the duration of the stay.
4. You agree to provide enough food for the entire duration of your dog's stay, any treats allowed, any medication required, toys, lead, harness, muzzle, coat, PJs, and any other material requirements your dog requires or items which will help your dog to settle. If insufficient food is supplied

at the start of the board you agree to refund the carer costs incurred purchasing more food.

5. You agree that your dog will socialise with The Grey Hotel's resident greyhounds and you accept the risks involved and agree that The Grey Hotel are not liable for any illnesses or injuries resulting during your dog's attendance.
6. You recognise the risks associated with The Grey Hotel transporting your dog to and from the property, to a vet or on any other walks or days out and you expressly relinquish any and all claims against The Grey Hotel and its representatives.

## Insurance

1. The Grey Hotel is covered by business public liability insurance – PetPlan Sanctuary - with care custody and control extension liability to animals. This provides a limited level of financial compensation in the event of property damage or vets' fees being incurred. Any losses or fees incurred that go beyond policy levels will be the responsibility of the dog owner.
2. It is recommended but not essential that client's take out their own veterinary insurance and leave policy details on record.

## Cancellation

If you need to cancel your booking for any reason, you will receive a full refund of your deposit if cancellation is made more than 14 days before check-in date. If cancellation is made less than 14 days before check-in date, the deposit will not be refunded.