



Policies and Procedures for Dog Boarding and Dog Day Care

1. Booking

1.1. All services are charged by STANDARD CALENDAR DAY and not by 24-hour periods. This means that you have your Trusted Pet Carer available all day on the day that you wish to leave your dog and on the day that you wish to collect your dog (unsociable early and late times must be arranged with adequate notice prior to arrival with the carer). It gives you complete flexibility.

1.2. Bank Holiday weekends, (Includes the Fridays and Mondays of the Bank Holiday weekends, Christmas, New Year (between 15th December to 7th January) and Easter will incur additional premium day fees between 50% and 100% of our standard day fees, which, you will be advised of at the time of booking. Separate cancellation terms also apply for these periods.

1.3. FOR ALL NEW CLIENTS, a 'Meet & Greet' consultation is required, prior to any reservation being made. If you wish to board your dog for more than 3 consecutive nights, a trial day/stay must also be arranged with the carer.

1.4. We reserve the right to not accept male dogs that have not been neutered at any point

1.5. Bitches in Heat (Season)

We do not take bitches in season or likely to come into season for dates booked with us. We may require any Bitch that's comes into heat while staying with us to be collected by its owner or emergency contact within 4 hours of being notified by our Trusted Pet Carers. Outstanding boarding fees for the outstanding booking period paid for a Bitch that is collected after coming into heat is 100% non-refundable. Where a Bitch that comes into heat while staying with our Trusted Pet Carer for Dog Home Boarding cannot be collected, a 50% surcharge will be added to the standard day rate, from the day she comes into heat to cover the additional day to day operational and logistical animal welfare man management of the animal and must be paid in full before the dog is collected from the Trusted Pet Carer.

1.6. All dogs booked for Doggy Day Care or Dog Home Boarding must be fully house trained

1.7. All dogs must be dog friendly and not aggressive to other dogs.

1.8. We cannot accept dogs that are known escapees /i.e. will try to regularly escape their enclosures.

2. Cancellations

2.1 In the event of Overnight "Dog Home Boarding" cancellations:

- Cancel up to 13 weeks in advance - Pay 33% of the total outstanding balance
- Cancel up to 10 weeks in advance - Pay 50% of the total outstanding balance
- Cancel up to 8 weeks in advance - Pay 75% of the total outstanding balance
- Cancel less than 6 weeks in advance - Pay 100% of the total outstanding balance

2.2 In the event of "Doggy Day Care" or "Dog Walking" booking cancellations for Ad hoc days, paid at time of booking:

- Cancel less than 35 days (5 weeks) in advance - Pay 33% of total cost
- Cancel less than 28 days (4 weeks) in advance - Pay 50% of total cost
- Cancel less than 21 days (3 weeks) in advance - Pay 75% of total cost
- Cancel less than 2 weeks (14 days) in advance - Pay 100% of total cost



2.3 In the event of regular "Doggy Day Care" or "Dog Walking" bookings for pre-booked days, payable monthly in advance:

- Cancel up to 13 weeks in advance - Pay 33% of the total outstanding balance
- Cancel up to 8 weeks in advance - Pay 50% of the total outstanding balance
- Cancel up to 6 weeks in advance - Pay 75% of the total outstanding balance
- Cancel less than 28 days (4 weeks) Pay in advance 100% of the total cost / balance

2.4 In the event of "Dog Walking & Pop-in Pet" visit booking cancellations:

- Cancel less than 35 days (5 weeks) in advance - Pay 33% of total cost
- Cancel less than 28 days (4 weeks) in advance - Pay 50% of total cost
- Cancel less than 21 days (3 weeks) in advance - Pay 75% of total cost
- Cancel less than 2 weeks (14 days) in advance - Pay 100% of total cost

2.5. In the event of a Doggy Day Care Dogs Coming into Heat:

Please see Section 2. Cancellations above

2.6 If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours' notice.

Why do we have cancellation fees?

Whilst we fully appreciate that no-one likes to pay for a service that they want to cancel, we also need to consider your Trusted Pet Carer, who has set aside their personal time and home to care for your dog (s) and pets. Most of our pet owners book their Trusted Pet Carer between 4 -9 months in advance to secure their booking dates. This is so that they can plan and book their work or holiday well in advance and go away with total peace of mind, knowing that their four-legged best friend (s) are taken care of by their chosen Trusted Pet Carer. This, in turn, means that our Trusted Pet Carer makes a personal commitment to remain available for the chosen dates. Due to the shortage of Licensed Carers and increase in dog ownership, Trusted Pet Carers generally get far more dog home boarding, dog walking and pop-in pet visit enquires than they can accommodate and probably have turned away many other bookings, covering some or all of the dates you have booked. With short (1 week to 13 week) cancelations, the Trusted Pet Carer will probably not be able to replace your booking with new bookings as it is highly unlikely even with last minute requests, that they will have the exact same dates you have cancelled. So, in practice carers will not find a replacement booking for your dates and therefore suffer a loss of revenue which, many rely on to supplement their family income. We feel this is a fair policy for all parties. Please be aware that in most cases we cannot move booking dates either for the same reasons above.

Bitches, Coming into or in Heat (Season)

Bitches that come into heat (season), are not allowed to board for Doggy Day Care or Dog Home Boarding as it may create an unacceptable range of stressful and physical animal welfare issues for the bitch in season and other dogs that are boarding at the same time. In addition, because your dog is boarding in a TPC's family home, (not a kennel) it may result in unsafe logistical animal management of the boarding animals. Fees are payable during periods of absence including bitches in heat, sickness and on occasions, where pet owners cannot travel to their Trusted Pet Cares due to



circumstances beyond their control for example severe adverse weather conditions, car breakdown etc.

3. Aggressive Animals

- 3.1. The pet service provider will not accept aggressive animals.
- 3.2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 3.3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4. We will not board unruly or untrained dogs.
- 3.5. If the client's dog(s) whilst being boarded shows aggressive tendencies towards the pet service provider or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge.

4. Unforeseen Purchases

- 4.1. In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter or other necessary items that contribute to the health and wellbeing of your pet, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

5. Updates

- 5.1. Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

6. Privacy Policy

- 6.1. All of your information will be kept private and confidential.
- 6.2. Your pet service provider highly respects our clients' entrusting us with the care of their pets.
- 6.3. All of our records will be stored in compliance with the Data Protection Act 1998.

7. Insurance

- 7.1. All reasonable care is taken to ensure the integrity and suitability of the care provided.
- 7.2. The pet service provider has valid public liability insurance, for the peace of mind of its clients.
- 7.3. The insurance only covers the sitter when working for the pet service provider, for the duration of the selected service, and only for services arranged with the pet service provider.
- 7.4. We recommend that you purchase your own separate pet insurance.

8. Medication/Vaccinations/Immunisations

- 8.1. The pet service provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 8.2. Under no circumstances will the pet service provider board any pet that has any form of active contagious illness.



8.3. We require a copy of a valid vaccination certificate.

8.4. If the pet service provider is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

8.5. The pet service provider requires dogs to be on a flea and worm treatment plan.

8.6. The pet service provider does not insist on the Kennel Cough vaccination. However, if the vaccination/booster is given, we require 4 full weeks before the pet can be allowed back on the premises. We reserve the right to refuse a dog entry if verification of the date of vaccination/booster cannot be provided.

9. Condition of Dog on Delivery:

9.1 You undertake to deliver your dog to the carer or the pet taxi service in a clean, groomed condition and up-to-date with vaccinations, worming and de-flea treatments. Any dog requiring regular grooming should also be provided with appropriate grooming equipment.

9.2 Unspayed Bitches:

We reserve the right at any time to withdraw from a booking for an unspayed bitch. If there is a risk of your dog coming into season during her board you must advise us of this (see material disclosure clause above) and, if appropriate, you agree to seek the advice of your veterinary surgeon as to measures which may be taken to prevent an unspayed bitch coming into season during her board. We reserve the right to seek written confirmation from your veterinary surgeon that this has been done.

9.3 Unneutered Dogs:

We reserve the right at any time to withdraw from a booking for an Unneutered dog. We reserve the right to seek written confirmation from your veterinary surgeon that your dog has been neutered.

10. Material Disclosure:

You undertake to make full and complete disclosure in the Booking Form of any matter, fact, quality or characteristic which might render your dog unsuitable for home boarding including, but not limited to, behavioural or health problems, anti-social behaviour including aggression, separation anxiety, unspayed bitches in season, excessive pulling on the lead, tendency to run away or escape on walks or in the home, incontinence/ lack of house training, destructive behaviour inside or outside the home, or excessive loud barking/ whining etc. Regrettably, we may not be able to accept young puppies or elderly dogs which are infirm. We will only do so at the discretion of the company. Failure on your part to disclose in the Booking Form any matter, which in our view might render your dog unsuitable for home boarding will be deemed a material omission amounting to a fundamental breach of this agreement, entitling us to terminate the agreement forthwith. In such an eventuality, we reserve the right to transfer your dog to kennels at your expense and the fee to TPC Ltd will be payable in full.



11. Collars/Leads

11.1. Please provide secure collars with appropriate tags for all visits. We recommend extendable leads are not used due to health and safety.

12. Changes to return date

12.1. The pet service provider carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.

12.2. In the event that the client is delayed on return, they must inform the pet service provider immediately, and the pet service provider will use its best endeavours to make alternative arrangements for continued cover, even when the original sitter is unable to continue with care following the assignment end date.

13. Payment

13.1. The pet service provider accepts cash/bank transfer.

13.2. Daycare bookings are paid in full, in advance at the point of booking the pet's place.

13.3. Dog Boarding bookings are subject to a 33% deposit payable at the time of booking. The remaining balance is due 48hrs before the first date (arrival day) of the assigned booking.

13.4. Where services are required long term, the client may make payment on a monthly basis.

13.5. Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

14. Liability

14.1. The pet service provider shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the pet service provider's reasonable control.

Using TPC services constitutes acceptance of these terms and conditions. These terms and conditions may change at any point and we will ensure the latest version is available on our website. Please do not hesitate to contact us for an up-to-date copy of them also. We do everything we can to provide a professional, caring service. If you have any feedback that would help us improve our service, please let us know. Your digital acceptance of these terms via the on-line booking platform will be kept on file for documentary purposes.

Reasonableness:

You agree that these terms of use are fair and reasonable in enabling us (a) to perform our obligations under this agreement to the best of our ability and (b) to protect our legitimate business interests.

Governing Law & Jurisdiction:

This agreement shall be governed and construed in accordance with English law and the parties submit to the exclusive jurisdiction of the courts of England and Wales.