**Pluto’s: Terms & Conditions.**

*Terms and Conditions -The Terms and Conditions set out an agreement between 'you' the owner, and Pluto’s.*

1. Submission of a Booking will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.
2. Bookings are not confirmed until the £20 deposit has been paid, which is due at the time of submitting the Booking.
3. The remaining balance must be paid on the day of drop off, either by bank transfer or cash.
4. Cancellations must be notified to Pluto’s within 24 hours of the initial 'meet and greet'. At the ‘meet and greet’ should you be unhappy to go ahead then your future holiday booking deposit will be fully refunded - provided you notify me within 24 hours of the ‘meet and greet’. Should you cancel for any other reason after the 24 hour period following the ‘meet and greet’ your £20 deposit will be retained.

1. You agree to provide full and detailed information in the Booking about your dog/s (medical or behavioural issues etc). During your continued use of Pluto’s services you agree to keep us informed of any changes to your dog/s Booking.
2. All dogs MUST be up to date with their vaccinations (kennel cough, DHP and Lepto 2 or 4) PLUS worming, tick and flea treatments. You must provide Pluto’s with the vaccination booklet/print out from your vet to confirm vaccinations etc prior to the start of each board/ day care. You further agree to deliver you dog in a clean condition.
3. All dogs must be microchipped and the microchip number must be supplied to Pluto’s for a board to commence. All dogs legally must have an ID tag on their collar, worn at all times and with up to date information. All dogs must be insured by their owners and details provided.
4. Your agreement with Pluto’s is upon a mutually satisfactory 'meet and greet' taking place at Pluto’s prior to the board.
5. In the event of any emergency if Pluto’s is unable to proceed with the board, we will need to be able to have an up to date number for an emergency contact for your dog. We reserve the right at our discretion to cancel the booking and refund your deposit without any liability to Pluto’s.
6. 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.
7. We are unable to accept bookings for unspayed bitches or unneutered males.
8. You agree to supply enough food/treats for the duration of your dog's board (we have extra dog bowls for food and water for your dog) – plus your dog’s bedding, lead and any toys which will help your dog to settle.
9. If you collect your dog before the confirmed end date of the board you will not receive a refund.
10. Pluto’s is able to provide a pick up and drop home service, which is charged at £1.50 per mile/ part thereof.
11. If your dog is aggressive or bites during its board it will be moved to a kennel and a transfer fee of £20.00 will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to Pluto’s and any additional fees charged by the kennels will be payable by you.
12. Pluto’s 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 we will take him to a Veterinary Surgery – Pluto’s will make all efforts to contact you prior to doing this if at all possible. You agree to be responsible for payment of veterinary fees incurred upon your return. We do recommend that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board. The booking form gives the authorisation to take your dog/s to the Vet's, including for treatment for external parasites, if necessary, whilst also confirming you will either reimburse Pluto’s any fees or pay the Veterinary Surgery directly, which-ever applies.
13. It is Pluto’s policy to exercise all dogs off lead when out on walks in the woods/forests etc. However, if you would prefer your dog exercised on lead, you must state this clearly on the booking form.
14. Although we 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.
15. Photos taken of your dog/s during the board will be the property of Pluto’s and may be shared on our website and social media sites. Should you not wish for your dog’s photos to be shared please let us know. Please note no details of your dog’s exact holiday location will be given out, the security of dogs is paramount.