**TERMS & CONDITIONS**

1. Terms of Business for Services Effective 8th January 2022.

2. All dogs must have up to date vaccinations including: Canine Distemper, Canine Adenovirus/Infectious Canine Hepatitis, Canine Parvovirus (DHP), Leptospirosis (L2 or L4) and Kennel Cough (KC). Parasite (Flea and worms) all pets must be currently treated with prescription (POM-V) medication for internal and external parasites (including, roundworm, tapeworm, fleas, lungworm) according to the manufactures advice. Proof of vaccination must be provided to Happy Paws Caterham prior to stay of your dog and a photocopy will be kept on file. **Alternative Homeopathic treatments are not acceptable.**

3. Happy Paws Caterham reserves the right to refuse admission if the client fails to provide adequate proof of vaccinations, or the vaccinations are found to have been expired or otherwise incomplete.

4. The client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The client agrees they will not hold Happy Paws Caterham responsible if their dog contracts Kennel Cough during their stay.

5. The client agrees to take necessary measures or precautions to ensure their dog is continuously free of contagious, infectious or otherwise communicable diseases. The client further agrees to notify Happy Paws Caterham of any infectious and/or contagious diseases or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis. Any respiratory infection, including Kennel Cough (Bordetella), Parvovirus, Corona virus, Worms, Lyme disease, Fleas, infectious skin diseases and internal and external parasites. Happy Paws Caterham reserves the right to refuse admission until satisfied the condition is resolved.

6. If the customer has a rescue dog, the dog must have been resident with the owner for a minimum of six months.

7. Happy Paws Caterham will accept bookings from un spayed bitches. However, if the owner believes the dog may come into season during their home boarding time period then the owner must inform Happy Paws Caterham who reserve the right to cancel the booking and refund the fee without any liability to Happy Paws Caterham. A bitch in season must not be boarded with Happy Paws Caterham.

8. **Happy Paws Caterham will only accept entire/un-neutered males over the age of 9 months by prior agreement.**

9. A mutually convenient time for drop off and collection of the dog/s must be agreed between the owner and Happy Paws Caterham.

10. The owner is responsible for supplying enough food for the duration of the dog/s stay and their usual bedding that will help the dog/s settle into the new environment. If insufficient food is supplied the owner is responsible for reimbursing Happy Paws Caterham or costs incurred in the purchase of more food for which receipts will be provided.

11. All dogs staying with Happy Paws Caterham must wear a collar with an identity tag showing the name and address of the owner (a telephone number is optional/but advisable). An additional or embossed collar will be placed on the dog giving Happy Paws Caterham details and postcode. This is a legal requirement.

12. If equipment is provided by the owner, it is their responsibility to ensure that it is suitable and fit for purpose.

13. The dog/s must be used to living in a home environment and must not exhibit territorial marking and must be housetrained.

14. A booking will only be regarded as confirmed when the booking fee is paid and a signed booking form is returned (which should be no later than 5 days after the meeting with the carer). The owners agree to provide full, accurate and detailed information on the Booking form about the dog/s. During the owners continued use of Happy Paws Caterham the owner agrees to keep Happy Paws Caterham informed of any changes to the dog/s booking form. Failure on the owners part to disclose any matter which Happy Paws Caterham view may render the dog/s unsuitable for home boarding with the carer, will amount to a breach of conditions and termination of the dog’s stay without refund.

15. Any conditions requiring the administration of medicine to the dog/s must be fully discussed with Happy Paws Caterham, Dosage rates etc., should be given to Happy Paws Caterham in writing before their stay. Any changes in medication required must be communicated to Happy Paws Caterham in a timely manner.

16. If whilst the owner is away, Happy Paws Caterham cannot continue to board dog/s through problems with the dog/s sickness or behaviour , then Happy Paws Caterham will try to find another carer if possible and advise the owner and the Emergency Contact, find suitable either kennels or veterinary accommodation for the dog/s. The owner will be responsible for the associated costs.

17. As care is provided in a residential home excessive barking cannot be accepted in the interests of neighbourly conduct. Regular daycare will be terminated.

18. Happy Paws Caterham offers services where dogs co-mingle in groups and the client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite even the best supervision.

19. Happy Paws Caterham will only let dogs off lead once and “Of lead permission form “has been signed, and will remain at the discretion of Happy Paws Caterham.

20. Happy Paws Caterham are unable to accept dogs that show aggression towards other dogs and/or people or subject to the terms of the Dangerous Dogs Act 1991. No dogs registered under this act will be accepted for home boarding.

21. If the dog has shown aggression or bites during its board the Emergency Contact will be asked to remove the dog. If the emergency contact cannot take the dog, then the dog will be removed to a kennel. There will be no refund on the boarding fees that have been paid and the owner will be responsible for the kennel fees.

22. Happy Paws Caterham will make every effort to provide high standards of care but cannot be held liable for loss, injury or death unless negligence is shown, and agrees to indemnify Happy Paws Caterham in full against any liability arising from such harm or damage to third parties.

23. If your dog/s escape from the premises (assuming no negligence is found on the part of Happy Paws Caterham) any liability for the dog/s actions remain the responsibility of the owner.

24. The owner or the Emergency Contact is responsible for the payment of any veterinary fees incurred and the owner is responsible for reimbursing any costs incurred by Happy Paws Caterham. If any damage other than reasonable wear and tear, is caused to Happy Paws home or possessions by the dog/s

25. The owner agrees if after 10 days of the booked return date the owner has not collected the dog/s and Happy Paws Caterham has made every attempt to contact the owner or the Emergency Contact without success, the dog/s will be put up for re- homing.

26. If the owner collects the dog/s before the confirmed end date of the board they will not be entitled to a refund.

27. If Happy Paws Caterham is unable to proceed with the board due to a change of circumstances Happy Paws Caterham will endeavor to home the dog/s with another carer, but this may not be in the same area. Happy Paws Caterham reserve the right at their discretion to cancel a booking and refund the fee paid.

28. The booking fee is non-refundable but transferable.

29. Happy Paws Caterham will attempt to contact the owner or Emergency Contact in the event of an emergency and if the necessary the Emergency Contact is expected to make any decisions with regard to the dog/s. If the owner or Emergency Contact cannot be contacted, Happy Paws Caterham reserves the right to act on the owners’ behalf. Seeking and following advice from a veterinary surgeon. **See veterinary Release Form.**

30. The Client agrees to notify Happy Paws Caterham immediately of any unwelcome, aggressive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual. **Male entire dogs will be asked to be removed if they repeatedly demonstrate proactive behaviour and/or scent marking.**

31. The client is responsible for the full cost of treatment of any injuries or illness that their dog while under the care of Happy Paws Caterham, together with any associated costs e.g call out charges. The client authorises Amanda of Happy Paws Caterham to seek such veterinary advice and/or treatment as they deem necessary, where possible this will be carried out by the Client’s usual/preferred vet, but this cannot be guaranteed (e.g. in an emergency)and the client accepts that Happy Paws Caterham may at their discretion use any registered vet. The client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.

32. The client agrees Happy Paws Caterham is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.

33. The client agrees to ensure their dog has not eaten for an hour before pick up by Happy Paws Caterham to allow sufficient time to digest food before exercise or play. Failure to do so may result in the dogs being sick during transport and the potentially life-threatening condition Bloat (Gastric Torsion).

34. The client agrees to provide keys/arrange access to the dog for the agreed appointment, failure to do so will result in cancellation for that day’s service and will be payable in full by the client.

35. The client agrees that, by signing the key holder release form this will indemnify Happy Paws Caterham in full against any lability arising from loss or damage to the property or its contents, in present and future circumstances.

36, Happy Paws Caterham can only have a certain number of dogs each day for day care/Boarding each day as agreed on the licence terms. We all have emergencies that occur from time to time and Happy Paws does not wish to add to the issues surrounding them, however a late cancellation means that a space is available that could have been offered to another dog had more notice been provided. Any cancellations must be given in writing/text/Whats App not less than 48 hours before the day care is to commence (This includes Ad Hoc Dogs). Any cancellations after this time will be fully chargeable as I do not have enough time to fill the now vacant spot. The only exemption will be medical reasons. To avoid a NO FEE cancellation then **1 weeks notice** must be provided and your spot will be offered to those that are currently on the waiting list or wanting an ad hoc space. Please provide dates your dog is not attending due to holidays so the space can be offered to another.

37. In the winter months, you agree to provide your dog with a suitable coat and the dog to be wearing it on collection. All coats must be clearly named.

I have read these Terms and Conditions including the terms of the vets authorisation and emergency contact details.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vet On The Hill

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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