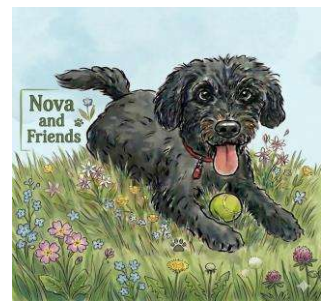


NOVA AND FRIENDS



Nova and Friends Dog Boarding and Daycare - Terms and Conditions

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

Nova and Friends

Submission of a Booking Form will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.

1. All dogs must have up to date vaccinations and flea protection, been wormed and bathed.
2. Proof of vaccination must be shown, and a copy given to Nova and Friends prior to the stay.
3. All dogs must be microchipped, and the microchip number must be supplied to Nova and Friends for a board to commence.
4. A mutually convenient time for drop off and collection of the dog/s must be agreed before the stay.
4. The owner is responsible for supplying enough food for the duration of the dog/s stay and food and water bowls, bedding, lead, toys etc. that will help the dog/s to settle into the new environment. If insufficient food is supplied the owner is responsible for reimbursing the Nova and Friends for costs incurred in the purchase of more food.
5. All dogs staying with Nova and Friends must wear a collar with an identity tag showing the name and address of the owner (a telephone number is optional but advisable). This is a legal requirement. The dog will also wear a Nova and Friends identity tag on its collar during its stay.
6. All equipment is provided by the owner, and it is their responsibility to ensure that it is of suitable quality and fit for purpose.
7. The Emergency Contact must be aware of their role, duties and responsibilities and be available for the duration of the booking.
8. The owner or Emergency Contact is responsible for payment of any veterinary fees incurred and the owner is responsible for reimbursing any costs incurred by Nova and Friends if any damage, other than reasonable wear and tear, is caused to our home or possessions by the dog/s
9. Nova and Friends will make every effort to provide high standards of care but Nova and Friends cannot be held liable for loss, injury or death unless negligence is shown. The owner agrees to let Nova and Friends know of any changes to their dog/s details.

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10. If your dog/s escapes from the premises (assuming no negligence is found on the part of Nova and Friends) any liability for the dog/s actions remains the responsibility of the owner.

11. If the dog has not had the kennel cough vaccination and it needs to be removed to a kennel, then the owner gives permission for the dog to have the vaccination at their cost.

12. The owner gives permission to board their dog/s together with the Nova and Friends dog/s and any other dog boarding at the same time. Nova and Friends dog/s and the owner's dogs must have had an introductory meeting.

13. If, while the owner is away, Nova and Friends cannot continue to board the dog/s through problems with the dog/s sickness or behaviour, then Nova and Friends will advise the owner and Emergency Contact accordingly. If the Emergency Contact is unable or unwilling to take the dog/s, then Nova and Friends will, in consultation with the owner or Emergency Contact, find suitable kennels or veterinary accommodation for the dog/s. The owner will be responsible for the associated costs.

14. 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 of boarding fees that have been paid and the owner will be responsible for all kennel fees.

15. Nova and Friends will accept bookings from unsplayed bitches. However, if the owner believes the dog may come into season during their home boarding time period then the owner must inform Nova and Friends. A bitch in season will not be able to board.

16. Nova and Friends will not accept entire males.

17. If Nova and Friends is unable to proceed with the board due to a change in personal circumstances Nova and Friends reserves the right at their discretion to cancel the booking and refund the fee without any liability to Nova and Friends.

18. If Nova and Friends is unable to continue with the board for whatever reason then the Emergency Contact will be contacted, if they cannot take the dog/s then arrangements will be made for the dog/s to stay in kennels. The owner would be responsible for these costs. Nova and Friends reserves the right at their discretion to cancel the booking and refund the fee without any liability to Nova and Friends.

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

20. Photos taken of your dog/s during the board will be the property of Nova and Friends 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.

21. Any conditions requiring the administration of medicine to the dog/s must be fully discussed with the Nova and Friends. Dosage rates etc. should be given to the Nova and

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Friends in writing before their stay. Any changes in medication required must be communicated to Nova and Friends in a timely manner.

22. Nova and Friends will attempt to contact the owner or Emergency Contact in an emergency and if 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, Nova and Friends reserves the right to act on the owner's behalf, seeking and following advice from a veterinary surgeon.

Booking Policy

A booking is only considered confirmed when a 25% non-refundable deposit is paid and the signed Booking Form is returned to Nova and Friends (no later than 7 days before the booking is due to start).

The remaining balance is due two weeks (14 days) before the confirmed date of stay.

If any required payment is not received by the stated due date, Nova and Friends reserves the right to immediately cancel the booking. If the booking is cancelled for non-payment, the Cancellation Policy charges (Section 2) will be applied.

1. Owner Responsibilities and Information

The Owner agrees to provide full, accurate, and detailed information about the dog(s) on the Booking Form.

The Owner must keep Nova and Friends informed of any changes to the dog/s' health, behaviour, or Booking Form details during the dog's continued use of Nova and Friends' services.

Failure on the Owner's part to disclose any matter (including, but not limited to, health or aggression issues) which in Nova and Friends' view may render the dog(s) unsuitable for home boarding will amount to a breach of these conditions and may result in the immediate termination of the dog/s' stay without refund.

Cancellation Policy (Section 2):

Notice given before confirmed stay date:

More than two weeks:	Full Refund of prepayment, minus the 25% deposit.
7 days or less:	No Refund of the prepayment. The prepayment will be retained in full as a cancellation fee.
Shortening your stay:	If you choose to pick your dog up earlier or cancel specific days during their stay, the original booked dates still apply and no refunds or credits will be given.
Booking Deposit:	The initial 25% deposit is non-refundable under all circumstances

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For Dog Day Care bookings, a minimum of 48 hours' notice for any cancellation or rescheduling. If a DayCare booking is cancelled with less than 48 hours' notice, the full daily rate of £30.00 will be charged and retained by Nova and Friends as a late cancellation fee.

Late Pick-Up Fees

We operate on scheduled drop-off and pick-up times to ensure smooth running of our day care and boarding services, and these times are 7:30am – 6:00pm, unless otherwise agreed beforehand.

We do appreciate that things happen out of your control that can cause pick up times to fall outside of the 6:00pm timeframe and we will always accommodate for this where possible. However, because our business is run from our home, we need to be mindful of our neighbours and dogs in our care. Therefore, the following applies:

Grace period: We allow a 30-minute grace period from your agreed pick-up time.

Late fees: If you are more than 30 minutes late without prior agreement, a fee of £15 will be added to your invoice.

After hours: Our operational day ends at 6.00pm. While we understand emergencies happen, any dog requiring collection after 8pm will be required to book in for overnight boarding (subject to availability) at our standard boarding rate of £40.