

Skye's Doggie Day Care

Terms and Conditions

In compliance with my Policies and Procedures as required by The Animal Welfare Act (Oct18)

Please read:-

- **Booking**

Bookings can only be made following a successful meet and greet with the family dogs. For bookings for 3 nights or more, a one night trial stay is also required. Boarding services are charged at an overnight rate (up to 24 hours), and Daycare, is charged for up to 9 hours. Bank Holidays, Christmas, New Year and Easter may incur additional fees which you will be advised of at the time of booking. Any dogs boarded with Skyes's Doggie Day Care (SDDC) will stay as part of our own family in our own home and enjoy all the home comforts as we do. Please note, SDDC has two resident family dogs. By boarding your dog with SDDC you consent for your dog to be boarded together with others. All dogs are fully supervised and boarding dogs will be separated should they need to be left unattended for a short period of time, during meal times etc. This is for their safety and wellbeing. Boarding numbers are strictly limited but there may be another dog from another household boarding with us, this is particularly so in terms of cross-over dates. By signing these Terms and Conditions you consent to your dog being boarded with other dogs other than our resident dogs. A mandatory 'introductory session' is required prior to boarding to meet the dogs he/she will be staying with whilst in our care. SDDC will contact you on acceptance of your booking to arrange a time and date (at no additional cost). All bookings must be made at very latest of 5 days before the arrival date to allow time for the introductions to take place. We do not accept entire male dogs over the age of one year. We do not accept dogs registered under the Dangerous Dogs Act 1991. We do not accept dog hybrids registered under the Dangerous Wild Animals Act 1976

- **Payment**

An invoice will be sent to you with your requested booking details. A 50% deposit is required to be paid to confirm your booking, until the deposit is paid your booking is not confirmed. The remaining balance is to be paid two weeks before the stay commences. When the deposit has been paid you will receive a booking confirmation. SDDC accept cash or bank transfer. Bank details are provided on your invoice.

- **Cancellations**

A non-refundable deposit is paid in advance. Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will lose 75% of the total fee. All bookings cancelled within 48 hours will be payable in full. If SDDC cannot provide the service agreed (in extreme circumstances), we will give as much notice as possible and any monies paid will be refunded.

- **Required Information**

Before any stay commences you will need to complete a Dog Information Form and SDDC will also need a photograph of your dog vaccination card. Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact etc.

- **Insurance**

All reasonable care is taken to ensure the highest standards of care are provided. SDDC has valid public liability insurance, for the peace of mind of its clients. Insurance certificate can be seen if requested. We recommend that you purchase your own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen. You will be responsible for any and all veterinary costs for treatment required.

- **Emergency Contact**

Emergency contact details must be provided on your booking form should a situation with your dog arise and you are unavailable. The emergency contact needs to be an independent person (e.g. if you are on holiday, not one of your holiday party) and authorised to make a decision on your behalf if you are uncontactable. Emergency contacts may be used in some situations and must be able to either collect your dog or agree that alternative boarding arrangements can be made (ie, a local kennel facility) if the need arises. Any costs associated with alternative arrangements should the emergency contact be unable to collect/board your dog will be at your expense.

- **Unforeseen Purchases**

In the event that additional items need to be purchased in the absence of the client – i.e. pet food, SDDC will purchase these, retain a receipt and the Client is responsible for reimbursement of these items on their return.

- **Medication/Vaccinations/Immunisations**

Please note SDDC will need to see your dog/s vaccination record card, or print off from vets etc, at the initial meet and greet, and a photograph taken for records. No dog will be allowed to attend until this has been seen.

SDDC will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result. Any medications required to be given will be documented on the booking form. Under no circumstances will SDDC board any pet that has any form of active contagious illness, this includes a three week period after having the kennel cough vaccine. We require a copy of a valid vaccination certificate (or equivalent) prior to boarding. There are no exceptions to this requirement. Please bring your card to the meet and greet and then every stay after. Should a flea infestation be observed on a boarding dog, you consent SDDC to treat the infestation as deemed necessary after discussion with your dog's veterinary or Medivet Heacham. Please ensure your dog is fully flea treated and wormed before boarding. Any costs associated with treatment will be payable by you on collection.

- **Exercise, Wellbeing & Enrichment**

Collars/Leads Please provide secure collars/harnesses for all visits. On arrival any ID tags will be replaced with those of SDDC, detailing the name, address and phone number of the business and be taken off on collection of your dog.

All boarding dogs will accompany SDDC on daily walks. By signing these Terms and Conditions, you consent to your dog being exercised off site, on lead and with other compatible dogs that are well known to us. If your dog cannot be exercised in this manner, please let us know without delay so suitable alternative arrangements may be made and our exercise plan amended to suit the needs of your dog. You consent to your dog sharing our outside area with our resident dogs (or another day care / boarding dog) for play and enrichment sessions (under full supervision). You consent that dogs from the same family will be kept together unless we are notified to the contrary. Dogs will be brushed regularly to avoid fur matting and to keep them clean and comfortable during their stay. However, please note we are not dog groomers and do not offer a grooming service. Should your dog become sick/injured or subject to any infectious disease we will seek immediate advice from your Vet. Should your vet be unavailable, or in case of an emergency situation, you consent for us to seek treatment at Medivet Heacham. Any dogs which require emergency isolation due to contagious (or suspected contagious) disease will primarily be isolated from the other dogs in their designated room and be required to be collected by the emergency contact as soon as possible. If this is not possible, your dog will be transferred to Medivet Clinic who provide isolation services for us in support of the business. Any costs associated with isolation will need to be settled in full by the owner on collection of the dog from the Veterinary.

- **Behaviour**

SDDC will not accept aggressive animals. 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 or person. The Client agrees that on booking services for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact SDDC 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). We will not board unruly dogs. If the client's dog(s) whilst being boarded shows aggressive tendencies towards SDDC dogs 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.

- **Privacy Policy**

All of our records will be stored in compliance with the General Data Protection Regulation (GDPR). Personal information will be kept private and confidential and solely in relation to the services SDDC have been requested to provide. If requested, your data will be made available to the Local Licensing Authority for us to comply with our Licence Conditions. DEFRA requires client information to be kept for three years. SDDC highly respects our clients' entrusting us with the care of their pets. SDDC reserves the right to post videos or photos of the dogs in its care in support of its business activities via social media business pages or its website unless specifically requested not to do so by the client.