



## HENDRIX TEAL DOG BOARDING

### Terms and Conditions

The Terms and Conditions set out an agreement between 'you' the owner and Hendrix Teal Dog Boarding.

1. Submission of a Booking Form will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.
2. Full payment is expected at time of booking. At our discretion, we may agree to accept a deposit with the booking. Bookings are not confirmed until payment has been received.
3. Our fees are based on 24hr booking periods; collections more than 2 hrs over a 24-hour period are charged at 50% of the daily fee. If collection is more than 8 hours over a 24-hour period, an additional 24-hour period rate will be charged e.g., drop off was at 1000 on Monday for a 2-day booking so collection should be by 1200 on Wednesday at the latest, if collection is late but before 1800, half the applicable daily rate will be charged. If collection is after 1800, in this example, a full day's rate would be charged.
4. If a deposit has been taken the remaining 75% balance will be due 7 working (Monday to Friday) days prior to your dog's board. If we are unable to collect a balance, the board may be cancelled and we will contact you to resolve. Until the balance payment has been received, the board cannot go ahead.
5. Cancellations must be notified to Hendrix Teal Dog Boarding in writing within 24 hours of the 'sniffing out meeting'. Deposits (if taken) are non-refundable. At the 'sniffing out meeting', should you be unhappy, any monies paid will be fully refunded, provided you notify us within 24 hours of the 'sniffing out meeting'. Should you cancel for any other reason after the 24-hour period following the 'sniffing out meeting' your deposit will be retained or a £30.00 administration fee will incur. Should you cancel within 28 days of the start of your dog's board then our cancellation policy is as follows:
  - 28 days - 15 days' notice 50% of the remaining balance is payable
  - 14 days - 8 days' notice 75% of the remaining balance is payable
  - 7 days - 1 days' notice 90% of the remaining balance is payable
  - 0 days' notice 100% payable.

The cancellation of your booking for any reason (including Covid related) does not automatically entitle you to a refund if we are able to provide our service. We recommend ensuring you have taken out suitable insurance to cover this.



6. You agree to provide full and detailed information in the Booking Form about your dog/s. You also agree to keep us informed of any changes to your dog.
7. All dogs must be up to date with their vaccinations, worming, tick, and flea treatments. You must provide Hendrix Teal Dog Boarding with the vaccination booklet at the start of each board. Kennel Cough vaccination is recommended. You further agree to deliver your dog in a clean condition.
8. All dogs must be microchipped (in accordance with the Microchipping of Dogs regulations 2015) and the microchip number must be supplied to Hendrix Teal Dog Boarding for a board to commence. We can scan this during "sniffing-out" if necessary.
9. Your agreement with Hendrix Teal Dog Boarding is upon a mutually satisfactory 'sniffing out meeting' taking place prior to the board.
10. In the event of any emergency, we reserve the right at our discretion to cancel the booking and refund your deposit without any liability to Hendrix Teal Dog Boarding.
11. 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.
12. We are happy to accept bookings for un-spayed bitches, however if you believe your dog is due into season during her board you must inform us at the time of booking. No liability for unwanted pregnancies will be accepted.
13. We are happy to accept entire males, providing they are not aggressive towards other dogs
14. Your dog is expected to be always under control, trained and not over boisterous in the home.
15. You confirm that you are the legal owner of your dog.
16. You confirm that your dog has not been ill with any contagious disease or condition within the past 30 days and that your dog has received all the necessary vaccinations.
17. You agree that if your dog attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and /or person), you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog. We recommend but do not insist that your dog be insured against sickness, accident, or injury and for third party liability prior to boarding.
18. You agree to supply enough food for the duration of your dog's board plus water and food bowls, bedding, lead and any toys which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to our costs incurred purchasing more food.
19. If your dog causes damage to the home or belongings, other than reasonable tear and wear, you agree to reimburse any reasonable cost incurred by us in this event.
20. If you collect your dog before the confirmed end date of the board you will not receive a refund.



21. If your dog is aggressive, bites or is destructive 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 Hendrix Teal Dog Boarding and any additional fees charged by the kennels will be payable by you.
22. The emergency contact you supply on the booking form must be someone available in the UK whilst you are on holiday who will be able to act on your behalf should we not be able to reach you and potentially collect your dog in the unlikely event that the need should arise.
23. Hendrix Teal Dog Boarding 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. 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 us 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 Hendrix Teal Dog Boarding any fees or pay the Veterinary Surgery directly, whichever applies.
24. All reasonable efforts will be made to administer oral, rectal, and topical medication and treatments as directed by the owner, for which there is no charge. However, if veterinary assistance is required it will be at the owner's expense.
25. 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.
26. Photos taken of your dog/s during the board will be the property of Hendrix Teal Dog Boarding 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.
27. All dogs will be required to wear an identity tag on walks disclosing the name, address, and phone number for Hendrix Teal Dog Boarding. We may use our own collars, leads and harnesses if it is deemed safer for the walker and the dog.
28. All dogs will be handled gently and reward-based training techniques will be used. All clients will be advised that any equipment provided by them must be maintained and not be an aversive training tool. The use of choke chains, shock collars, prong collars, anti-bark collars, half choke collars is strictly prohibited and all clients will understand that we will not use them. No aversive methods will be used. We are 100% force free.
29. Walks will generally be conducted using a harness and double-ended leads. We can provide and fit these if necessary.
30. Off-lead exercise time will be given wherever possible (where the owner has consented to off-lead walking). We have use of an enclosed dog park which can be used where the dog's recall is not sufficient to allow countryside off-lead walking.