

Terms and Conditions

Policies and Procedures

1. Booking

- 1.1 On receipt of a booking deposit (amount will be advised), a satisfactory booking form together with a copy of the requested vaccination card(s), we will confirm your booking. Until these items are received, your booking is not confirmed.**
- 1.2 All boarding services are charged at an overnight rate of £25 per dog (max 24hr). Additional hours beyond the period of stay are charged at £1 per hour per dog. Daycare is available 8am to 6pm at a rate of £20. Again an additional fee of £1 will be charged per hour at our discretion.**
- 1.3 Bank Holidays, Christmas, New Year and Easter incur additional fees which you will be advised of at the time of booking.**
- 1.4 Any dogs boarded with Caring4paws will stay as part of our own family in our own home and enjoy all the home comforts we do. Please note, Caring4paws has a resident family dog. By boarding your dog with Caring4paws you consent to your dog being 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 and during mealtimes.**
- 1.5 Boarding numbers are strictly limited but on occasion there may be another dog from another household boarding with us, this is particularly so in terms of cross-over dates. As in 1.4 above, dogs from different families will be separated if (rarely)unattended. This is for their safety and wellbeing. By signing these Terms and Conditions you consent to your dog being boarded with other dogs other than our resident dog.**
- 1.6 A mandatory 'familiarisation session' is required prior to boarding to meet the resident dog and to assure he/she is happy and comfortable staying with us and other dogs and likely to settle well for his/her stay. There will be an initial meet and greet to complete necessary paperwork and this will then be followed by a trial day and/or night. These will be charged at our normal rates.**
- 1.7 All bookings must be made at very latest of 7 days before the arrival date.**
- 1.8 We do not accept bitches in season. Ideally all dogs over 1 year will be neutered but we will happily assess unneutered dogs prior to accepting a booking. We reserve the right to refuse unneutered dogs.**
- 1.9 We do not accept dogs registered under the Dangerous Dogs Act 1991**
- 1.10 We do not accept dog hybrids registered under the Dangerous Wild Animals Act 1976 (eg, Wolf Hybrids).**

- 1.11 We do not accept puppies under the age of 5 months old.
2. Cancellations
 - 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
 - 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 75% of the booking fees for all services.
 - 2.3 All bookings cancelled within 48 hours will be payable in full.
 - 2.4 If the Caring4paws, cannot provide the service agreed (in extreme circumstances), we will endeavor to give at least 7 day's notice and any monies paid will be refunded or held over if appropriate.
3. Aggressive Animals
 - 3.1 Caring4paws will not accept aggressive animals.
 - 3.2 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.
 - 3.3 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 Caring4paws 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).
 - 3.4 We will not board unruly or destructive dogs.
 - 3.5 If the client's dog(s) whilst being boarded shows aggressive tendencies towards any member of the Caring4paws team or 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. The owner will be liable for all charges arising from subsequent kennel accommodation in addition to fees to Caring4paws.
4. Unforeseen Purchases
 - 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, or other necessary items that contribute to the health and wellbeing of your pet, Caring4paws will purchase these, retain a receipt and the Client is responsible for reimbursement of these items on their return. This includes all veterinary fees if requires any treatment.
5. Updates
 - 5.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

6. Privacy Policy

6.1 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 Caring4paws have been requested to provide. If requested, your data will be made available to the Local Licencing Authority for us to comply with our Licence Conditions. We may also need to prevent this information to our insurance company if a claim involving your pet is necessary.

6.2 Caring4paws highly respects our clients' entrusting us with the care of their pets and will regularly update you with pictures/videos so you can be reassured they are happy and healthy.

6.3 Caring4paw 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 our website unless specifically requested not to do so by the client.

7. Insurance

7.1 All reasonable care is taken to ensure the highest standards of care are provided. Our licence has been awarded by Dartford Borough council after meeting stringent rules and guidelines.

7.2 Caring4paws has valid public liability insurance, as required by the licencing laws set out by DEFRA.

7.3 Caring4paws is fully insured to provide dog walking, pet sitting, day care, home visits, home boarding and pet taxi services. A copy of the policy is on display at the premises and we encourage you to read the policy provisions whilst attending the familiarisation session.

7.4 We recommend that you purchase your own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen.

8. Medication/Vaccinations

8.1 Caring4paws 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.

8.2 Under no circumstances will Caring4paws board any pet that has any form of active contagious illness.

8.3 We require a copy of a valid vaccination certificate prior to boarding. There are no exceptions to this requirement. Please bring your card to the meet and greet or send a copy via email/WhatsApp. We will also require proof that all flea and worming treatments are up to date.

8.4 If any member of Caring4paws staff (or any member of his household, including family dog) is bitten or exposed to any disease or ailment received from the client's pet(s) which has not

been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

- 8.5** Should a flea infestation be observed on a boarding dog, you consent to Caring4paws administering treatment for the infestation as deemed necessary after discussion with your dog's veterinary clinic or our registered Vet Clinic. Please ensure your dog is fully flea treated and wormed before boarding. Any costs associated with treatment will be payable by you on collection.
- 9. Collars/Leads/diets**
- 9.1** Please provide secure collars/harnesses for all visits. Please also provide sufficient food and feeding bowls for the duration of your dog's stay with Caring4paws.
- 9.2** On arrival all dogs will be provided with one of our dog tags, detailing the name, address and phone number of the business and be taken off on collection of your dog.
- 10. Exercise, wellbeing and enrichment**
- 10.1** All boarding dogs will receive regular daily walks as part of their daily exercise regime. The walking routes vary but typically will be around 1 hour in duration. This will involve transport in Caring4paws approved vehicle in secure and comfortable compartments for short journeys to collect other dogs on route to local destinations. By signing these Terms and Conditions, you consent to your dog being exercised off site 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.
- 10.2** A further shorter evening walk is undertaken after evening feeding.
- 10.3** All walks are on lead unless we have written consent from yourself to walk off lead. A period of familiarisation is required to assess the dogs recall prior to letting off lead at our discretion with your consent.
- 10.3** Enrichment activities take place for all boarding dogs and by signing this agreement you consent to us undertaking these activities, unless we are specifically requested not to due to medical reasons etc. Enrichment takes the form of play time (typically using soft toys, balls, fetch and seek out), scatter feeding around the house and garden, snuffle mats, treat balls, stuffed Kongs, together with socialisation with other resident dogs. Enrichment is under full supervision.
- 10.4** You consent to your dog sharing our outside area with our resident dogs (or another boarding dog) for play and enrichment sessions (under full supervision).
- 10.5** You consent that dogs from the same family will be kept together unless we are notified to the contrary.
- 10.6** 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.

- 10.7** 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 the case of an emergency, you consent to the use of Caring4paws registered vets.
- 10.8** 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 their owner or emergency contact as soon as possible. If this is not possible, your dog will be transferred to Caring4paws registered vets, who provide insolation 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 Clinic.
- 10.9** You consent to your dog using a crate if it is crate trained and this already forms part of your dog's usual routine. Crates will not be used for any dog which is not already crate trained. However please note that open crates are freely available for a dog to settle should it wish to use it.
- 11. Emergency Contact**
- 11.1** Emergency contact details must be provided on your booking form.
- 11.2** The emergency contact needs to be an independent person (i.e., if you are on holiday, not one of your holiday party). This person must be authorised to make decisions on your behalf if you are uncontactable and able to collect your dog if required.
- 11.3** Emergency contacts may be used in situations as noted in 3.5 above and must be able to either collect your dog or agree that alternative boarding arrangements can be made (i.e., 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.
- 12. Changes to return date**
- 12.1** Caring4paws carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns.
- 12.2** In the event that the client is delayed on return, they must inform the Caring4paws immediately, and we will do our best to arrange continued cover where possible.
- 12.3** We ask all clients to please adhere to prearranged drop off and collection times unless notified in advance. This greatly assists us with reintroducing your dog to other resident dogs in a calm and controlled manner.
- 13. Payment**
- 13.1** Caring4paws accepts Cash or bank transfer. Please let us know if you wish to pay via bank transfer and we will provide our banking information. Receipts for all payments are available on request.
- 13.2** A 30% deposit of the total booking fee due will be requested to secure your booking. No dates will be guaranteed until this deposit is received.
- 13.3** The remaining balance is due on or before the arrival date.

13.4 Where services are required on a regular basis, the client may make payment monthly in advance.

13.5 Where payment is not received in accordance with these terms and conditions of business, Caring4paws reserves the right not to proceed with any previously agreed arrangements.

14. Liability

14.1 Caring4paw will not accept liability or be deemed in breach of the contract for any delay or failure to perform any of its obligations in relation to the services, if the delay or failure was due to any circumstances beyond Caring4paws reasonable control.

All Clients will be required to sign a registration form at meet and greet to state that they have read and understood these terms and conditions and agree to the policies and guidelines of Caring4paws.

A copy of these terms and conditions can be provided on request.

All policies and guidelines are subject to change at the discretion of Caring4paws.