



# Dogs & Walks

6 Rowan Court Wakefield WF2 0HL

[www.dogsandwalks.co.uk](http://www.dogsandwalks.co.uk)

Tel 01924 377694 or 07854 228615

## **DOG BOARDING – TERMS & CONDITIONS**

- We welcome well behaved dogs of any size.
- We can only accept a maximum of three boarding dogs at any time.
- We regret we are unable to accept bookings from owners with dogs under 6 months.
- We cannot accept any dog which is registered under the Dangerous Dogs Act 1991 or Dog Hybrids registered under the Dangerous Wild Animals Act 1976
- All dogs must be fully vaccinated and a copy of the documentation MUST be provided to us by the date of stay.
- Each dog must be registered with a vet.
- Each dog must be micro-chipped and wear a collar or harness and have a disc (or other ID) attached
- We cannot accept dogs that are (or appear to be in our judgement) unwell at the time of arrival. If we deem a dog to be unwell a refund of all moneys paid will be provided by direct transfer or cheque within 28 days.
- We only accept bookings after an initial visit & meeting with the owner and dog and not within 48 hours of enquiries.
- At our sole discretion and in exceptional circumstances we may take dogs on an emergency basis bookings made within 48 hours due to illness / hospitalisation, holiday disruption, bereavement, homelessness etc.) for which a separate fee is chargeable (£50 per dog per night) Please ask for full details.
- We reserve the right to refuse any animal we deem unsuitable for boarding, walking, sitting, home visits or daycare.
- We are unable to accept bitches in season (or showing signs of a season) Nor do we accept bitches who have finished their season within the last 28 days. If a bitch comes into season while boarding with us we reserve the right to transfer the animal to a kennel or other provision and which the owner will be responsible for all additional fees and charges.
- Bookings for boarding will only be accepted once we receive a completed, signed application form and a 20% deposit (which may be deferred by Dogs & Walks in certain circumstances until the start of boarding<sup>^</sup>)
- Payments can be made in cash, by cheque (made payable to D Gunson) or through Direct Bank Transfer. We regret we are unable to accept card payments. Full payment is due no later than the start date of the stay.
- Cancellations will result in a loss of deposit, if a deposit has been deferred then 20% of the days booked will be payable. If payment is not received an invoice will be sent and an additional administration fee of £20 will be added to the fees without exception. If payment is not received within 28 days of the invoice date all subsequent bookings will be cancelled and the debt will be pursued through MCOL or passed on to a debt recovery agency.
- You must inform us of any fact or characteristic which may render your dog unsuitable for home boarding (e.g. behavioural or health problems, anti-social behaviour or aggression, incontinence / lack of house training, excessive barking or whining) If you fail to do this and your dog causes disruption or damage your emergency contact will be notified and asked to collect the dog from us within 90 minutes. No refund will be given. Should the animal fail to be collected by this time we reserve the right to kennel the dog or ask a WMDC Dog Warden to find a short term alternative for which charges will occur for which you will be liable. You will be solely liable for any damage or distress caused by your dog should you have failed to notify us.
- While your dog is in our care you authorise us to make decisions regarding your dogs health and well-being. We will at all times act in the best interests of the dog. By agreeing to our terms and conditions you authorise us to use any veterinary services we deem necessary. Any related charges will be borne by you
- It is strongly recommended that you have a policy of insurance to cover such occurrences.
- No dogs will be accepted without an emergency contact and telephone number. All reasonable efforts will be made to contact you or your alternate contact in the event of an emergency. The emergency contact may be asked to remove your dog from our property if it becomes difficult or dangerous during the boarding period. If this is not possible then the dog will be put into kennels, at your expense. The deposit and boarding fee remain payable in full.
- Whilst every care and attention will be given to each dog boarded we cannot be held responsible for loss of life or illness from whatever cause. If you instruct us to exercise your dog off lead you accept full liability for any loss or damage caused as a result.
- You will be liable for any significant damage caused on our property by your dog\*.
- You are responsible for providing appropriate and adequate food/bedding/equipment for your dog for their stay with us. Collars being worn by the dog must be secure so they cannot slip loose. You must provide a lead.
- Please provide a list of belongings at the time of boarding. We will endeavour to take great care of every item left in our care however we can accept no responsibility for loss or damage to any belongings. Any significantly damaged or soiled items will be discarded.
- If you decide to collect your dog prior to the pre-agreed departure date no refund will be given. Dogs can only be collected at the pre-arranged time. If you attempt to drop off or collect your dog at any other time we shall not be held responsible if we are not available. Should this mean your dog has to stay an additional night, this will be subject to an additional nights boarding fee.
- Should your dog not be collected by the agreed date we will continue to board your dog with us for up to and including a further 7 days (which may be extended in exceptional circumstances) An additional payment of £50 per dog per day (or part thereof) will be due. Failure to collect your dog or to default on payment of late fees will result in your pet being re-homed by us.
- All data collected from our clients will be treated in the strictest confidence and will not be sold or passed to third parties.
- We are Local Authority licensed and carry third party Public Liability Insurance. We are members of The National Association of Dogs and Walks. If you wish to view our credentials please ask for a copy.
- Our terms and conditions may vary or be updated from time to time. Visit our website at [www.dogsandwalks.co.uk](http://www.dogsandwalks.co.uk) for the latest up-to-date version.

\* As determined by us

<sup>^</sup> At our sole discretion