

## **Whiskers Pet Care Ltd Home Boarding Terms & Conditions**

All Bookings are confirmed once a non-refundable 25% deposit has been received.

The Information form is to be completed & signed and a copy of the dogs up to date vaccination certificate received by Whiskers Pet Care Ltd, prior to the day of arrival.

Fees are to be received in advance.

### Dog Boarding:

A 25% deposit (minimum of £15) of the total stay is to be paid at time of booking

***This is a non-refundable booking fee***

The outstanding balance is to be paid on or before the boarding commences.

### Dog day Care:

A deposit of £10 is to be paid in advance, with the balance is to be paid prior to or upon drop off, on the day of service.

***Please note, these are non-refundable booking fee's and we strongly recommend you take out suitable Insurance cover.***

Whiskers Pet Care Ltd can accept payment by cash or bank transfer.

Cancellations made within 30 days prior to the Dog Boarding commencement date will be subject to a payment of 50% of the full booking fee (minus the deposit paid).

Cancellations made within 14 days of the first day of boarding will incur full payment.

*Cancellation fees are regrettably charged, as we are unlikely to re fill the time booked on short notice. **We strongly recommend you take out suitable Insurance cover.***

Cancellations can be accepted up to 31 days prior to the Dog Boarding commencement date without penalty, ***excluding the non-refundable deposit.*** For Day Care, please give at least 48 hours notice of cancellation.

Whiskers Pet Care Ltd is unable to refund Dog Boarding Customers who return home earlier than agreed on the Questionnaire, Booking and Consent Form.

### **Equipment**

For Dog Boarding, all food, bowls, bedding, toys and anything else that the pet may need whilst the Customer is absent, are to be provided by the Customer. Any extra food that Whiskers Pet Care Ltd may need to purchase is to be payable by the Customer on their return.

For Day Care, all food, bowls, bedding, toys and anything else that the pet may need whilst the Customer is absent, is to be provided by the Customer.

Any extra food that Whiskers Pet Care Ltd may need to purchase is to be payable by the Customer on their return.

### **Health, Vaccinations and Behaviour**

For legal requirements and the health and safety of all animals in our care, Whiskers Pet Care Ltd customers MUST comply with the following terms:

All dogs are to be microchipped and all worm and flea treatments be up to date. Whiskers Pet Care Ltd will need sight of vaccinations at the time of booking.

You agree that your Dog is up to date with the following vaccinations: DHPPI, KC and L. These cover Distemper, Hepatitis, Para influenza, Parvovirus, Kennel Cough and Leptospirosis.

You also agree that to the best of your knowledge your dog is in good health and any medical conditions are explained before we take custody.

We reserve the right to refuse any dog that we consider shows any signs of illness or injury.

If your dog bites or attacks another dog, animal or human, you will have to make alternative arrangements for the care of your dog. If this is impossible we will book your dog into other boarding or kennels, with the incurred costs the responsibility of you, the owner.

If your dog becomes unwell whilst in our care, we will endeavour to take them to your own vet, however, if this is not possible we will take them to our own vets, Fernhill Vets, New Milton.

We will keep you informed of any injuries or illness. You agree to be responsible for any vets bills which may occur and are to reimburse us in full, for any costs incurred. We also strongly recommend your dog is insured prior to arrival.

Whilst we will take every precaution to fully care for and protect your dog we cannot be held responsible or liable for any illness, injury or the unlikely event of death during their stay.

### **Dog Walking and Interaction with other Dogs and Animals**

The Customer agrees that their dog may be in contact with other carefully approved dogs in the care of Whiskers Pet Care Ltd.

Whiskers Pet Care Ltd reserves the right to cut short dog walking during extreme weather.

Whiskers Pet Care Ltd will allow your dog off the lead only if we have written consent in the form of our Off Lead Walking Agreement and Waiver Form. This will be discussed at Whiskers Pet Care Ltd first meeting with the Customer.

Whiskers Pet Care Ltd will under normal circumstances walk your dog twice a day, unless agreed with you in advance that more or less walks are needed.

Whiskers Pet Care Ltd abides by the Local Land Laws, the Dangerous Dogs Act, and Dog Fouling Regulations.

### **Special Requirements or Circumstances**

Although Whiskers Pet Care Ltd endeavours to accommodate animals with special requirements, we may refuse an animal that is unsuitable for our care. This may include Bitches in season or coming into season and entire males.

Dog Boarding Customers are advised to contact Whiskers Pet Care Ltd immediately if they are unable to return home on the date arranged. If we are unable to accommodate your dog(s) for any additional time, we will notify you and may place the dog(s) into other boarding or kennel accommodation. Any incurred costs are the responsibility of you, the owner.

In very exceptional circumstances, we reserve the right to re-home any animal left in our care 14 days beyond the agreed date on the Questionnaire, Booking and Consent Form.

If unforeseen circumstances arose which meant Whiskers Pet Care Ltd are unable to fulfil their obligation to the Customer, the Customer will be contacted immediately. If the Customer is unavailable at the time, we will contact the Customers emergency contact. A refund would be issued, minus care/services already received. Alternative suitable care would be arranged for the Customers dog(s). Any alternative care arranged would be at the Customers cost on their return.

There may be rare occasions when we may need to leave your dog at home for short periods of time (maximum 3 – 4 hours), this will not be a regular occurrence and may not happen at all during their stay. However, if you do not wish your dog to be left (unless an emergency occurs) please make this clear at the time of the booking.

### **Insurance and Declarations**

Whiskers Pet Care Ltd is insured by Pet Business Insurance, specialists in pet and animal businesses. Our policy covers Public Liability up to the value of £5,000,000, and Care, Custody and Control of animals in our care. This covers accidental death, loss, or injury of animal due to our negligence. It is highly recommended that the Customer has their own insurance arranged for animals in the care of Whiskers Pet Care Ltd and customers whose animals are accepted for Day Care and Dog Boarding do so at their own risk.

*Whiskers Pet Care Ltd reserves the right to change or amend any Terms or Conditions at any time.*