



Whiskers Pet Care Ltd Home Boarding

Terms & Conditions

No booking is confirmed until all questionnaires and forms are complete, have been signed and a deposit paid.

Fees must be paid in advance.

For Dog Boarding: 10% of fee must be paid at time of booking (This is a non-returnable booking fee). The outstanding balance is to be paid on or before the day boarding commences.

For Day Care: all fees must be paid in advance, or on, the day of service.

At this present time Whiskers Pet Care Ltd can accept payment by cash or bank transfer.

Cancellations made within 14 days prior to when the Dog Boarding service is arranged will be subject to payment of 50% of the full booking (minus the deposit paid). Cancellations made within 7 days of the first day of boarding will incur full payment. (Cancellation fees must be charged as we are unlikely to re fill the time booked with such short notice)

Cancellations can be accepted up to 14 days prior to when the Dog Boarding service is arranged. For Day Care, please try to allow at least 24 hours' notice, or as much time as possible to enable us to try to fill you place.

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, should be provided by the Customer. Any extra food that Whiskers Pet Care Ltd may need to purchase will 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, should be provided by the Customer.

Any extra food that Whiskers Pet Care Ltd may need to purchase will 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 must be microchipped and up to date with worm and flea treatments, and Whiskers Pet Care Ltd will need to see proof 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 kennels to which you will be responsible for the costs

If your dog becomes unwell whilst in our care, we will endeavour to take him to your own vet, however, if this is not possible we will take him to our vets, Forest Lodge Vets, New Milton, We will endeavour to keep you informed of any injuries or illness. You agree to be responsible for any vets bills which may occur and must reimburse us in full for any costs we have paid. We also recommend your dog is insured prior to arriving.

Whilst we will take every precaution to fully care for and protect your dog we cannot be held responsible and will accept no liability 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 any animal that is not suitable for our care. This may include Bitches in season or coming into season.

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 costs involved will be payable by you.

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 that Whiskers Pet Care Ltd were 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 (max 3 – 4 hours), this will not be a regular occurrence and may not happen at all during their stay. 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 a company called Pet Business Insurance, who specialise in insurance for 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. Customers whose animals are accepted for Day Care and for 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.