

# BOARDING

## TERMS AND CONDITIONS



### General

1. Clients will be deemed to have accepted Pure Pet Passion terms and conditions (as laid out here) on signature of this document.
2. Animals must be brought to the house and picked up at the times agreed. If the animals are brought later or picked up earlier than agreed the prices will not change.
3. All dogs **must wear a collar and tag** with the telephone number of the owner engraved upon it. During their stay they will also have a tag with our information engraved upon it.
4. You agree to supply your dog's **food** (including treats, if appropriate), in addition to **food/water bowls, favourite toys, bedding and exercise lead**. Pure Pet Passion is not held liable for any injury or any damage caused or incurred by the clients dog escaping due to a faulty collar/lead.
5. You agree to supply your small mammal or bird's **cage, food, treats, bowls, bedding, litter and toys**.
6. You agree to supply your reptile's **terrarium, food, bowls, litter, heating equipment and UV lights** (if required).
7. Pure Pet Passion must be informed if your dog does or has EVER used a **muzzle** and this should be made available for use at our discretion.
8. Any animal requiring grooming should also be provided with appropriate grooming equipment.
9. Your dog may be **unsuitable** for boarding if it has behavioural problems or anti-social behaviour including aggression, separation anxiety, tendency to run away or escape the house, lack of housetraining, destructive behaviour inside our outside the home, or excessive loud barking/whining.
10. I reserve the right at any time to withdraw from a booking for an unsprayed bitch. If there is a risk of your dog coming into season during her board you must advise us of this.
11. In an **emergency**, a nominated vet's details will be recorded in a **Veterinary Release Form** and they will be contacted if I am unable to communicate with the owner.
12. The client is responsible for any **veterinary bills**, no matter how they are incurred, whilst pets are in the care of Pure Pet Passion.
13. It shall be the clients' responsibility to ensure Pure Pet Passion is fully aware of any health issues the pet is experiencing, or has suffered in the past. Pure Pet Passion will administer any **medication** required.

14. Where possible walks are carried out in forest and parkland where dogs can be safely walked off the lead, only after an **Off Lead Form** has been signed.
15. All animals must be **fully vaccinated** and be on regular **flea and worm control** treatment. They must also have all permits and necessary licenses. I will need copies of these documents and insurance (if applicable) while staying with me.
16. Clients must inform Pure Pet Passion if their animals contract any infectious condition (e.g. Kennel cough, conjunctivitis).
17. The client will indemnify Pure Pet Passion against any **damage or injury** caused by the pet towards any property, person or other animal, but is not limited to veterinary, medical and legal fees.

## Insurance

Pure Pet Passion has comprehensive insurance covering public liability, vet fees and loss or straying, however we advise all clients to have their pets insured.

Our insurance covers us for:

- Public Liability which will cover injury and damage to third parties and their properties at a £2 million Limit of Indemnity.
- Vets fees in respect to injury to animals in our custody and control, subject to a limit of £10,000 and an excess of £50. This does not cover pre-existing conditions or care that would have occurred whether or not the animal is under the care of the company.
- Cover for the loss or straying of animals in our custody and control up to a maximum of £1,000 per animal. This includes cover during collection and delivery.

## Bookings

1. Pure Pet Passion will not confirm any booking until there has been a **meet and greet** with the owner who must disclose any behavioural or medical condition. This would include any of the conditions mentioned in point 6.
2. A **25% non-refundable deposit** will be requested upon booking.
3. For each five nights boarding, one is free.

## Cancellation

There is a set scale of charges, which apply in the event of cancellation.

Cancellations with **less than 2 weeks'** notice: 50% of total cost.

Cancellations with **less than 1 weeks'** notice: 100% of total cost.

## **Payment**

1. Payment is due in advance, at least one week before the start of the service.
2. To ensure confirmation of bookings falling within peak season (July, August, Easter and Christmas) payment must be settled 30 days in advance.
3. You can pay by the following methods: cash, cheque or bank transfer.
4. Payments should be paid within 7 days. After this period interest may be added.

## **Data protection**

Pure Pet Passion shall not use or pass information to a third party. All information relating to the client, their property and pet(s) will be stored in accordance with the data Protection Act 1998.