

# Doggie Daycare



## Terms of Service

## **Registration**

All pets must be registered members before we can provide any services. All we need to do is arrange a convenient time to meet you and your pet(s). The process is quite straightforward and will involve the completion of a form, which we will ask you to sign if we are all happy to proceed. We will ask about your pets health, history, behaviour, habits, likes and dislikes. We will also need to record your veterinary practice details and, if applicable, take details of your dogs vaccinations. Finally, we may discuss household information e.g. provision of a key.

Pets are accepted on the basis of the information provided on the membership form. Doggie Daycare cannot accept responsibility for the consequences of a pet exhibiting behaviour not predicable from the information disclosed in the membership form.

## **Dogs Deemed as Potentially Dangerous**

Doggie Daycare do not accept dogs listed in the Dangerous Dogs (Amendment) Act 1997 e.g. the Pit Bull Terrier, the Japanese Tosa, the Dogo Argentino and the Fila Brasileiro cannot be accepted.

## **Identification of Dogs**

Dogs must either be micro-chipped or wear a collar with the name and address, including postcode, of the owner engraved or written on it. A telephone number is optional but advisable. If the dog is micro-chipped, evidence of this must be provided. Doggie Daycare is happy to source a tag at cost.

## **Vaccinations & Health**

Doggie Daycare would ask that you ensure that your pet is vaccinated in accordance with veterinary advice. All dogs registered with Doggie Daycare must be vaccinated. We also ask that owners ensure that pets are in good health, free from fleas and are adequately wormed.

## **Emergencies**

In the unlikely event there is an emergency whilst your pet is in the care of Doggie Daycare, the pet will be taken to the owner's veterinary practice whenever possible but this cannot be guaranteed and we may need to travel to the nearest available practice. Doggie Daycare will terminate a walk if it is necessary to return a dog to its home or in order to travel to a local veterinary practice. The owner will always be notified immediately by their preferred method of communication.

Doggie Daycare reserves the right, in exceptional circumstances, to return dogs/end the service during the contract period. This may be as a result of an emergency e.g. injury or infectious illness or because a dog is unsettling towards other dogs. Owners who are going away **MUST** therefore provide an emergency UK contact.

## **Insurance & Security**

Doggie Daycare holds public and products liability insurance for the loss and/or damage to third party property and/or bodily injury to third party persons arising out of the insured's activities as a pet carer. Cover as a result of negligence to the limit of £2,000,00 (two million) any one accident and a maximum of £50,000.00 (fifty thousand) covering liability for vets' fees following injury per insured period. The policy also covers our liability for loss or straying of any animal in our supervision and control, up to a limit of £1,000.00 (one thousand) per animal. Injury as a result of collection and delivery is automatically included.

Please note that we take the security of your home very seriously. If you provide us with a key, we will only use it to collect and return your dog(s) to your home or for home visits or for the pet sitting services and, for no other purpose and will keep it safe, not let anyone else have it, not copy it and will return it to you on demand. All keys will be kept in a secure location and will not be marked with your address but will be coded for

identification accordingly. All members of Doggie Daycare have a basic background check.

## **Bookings & Cancellations**

Bookings may be cancelled or changed provided 24 hours notice is given. If your booking is for a Monday, notification is required by 5:30pm the Friday before. Please call us or email using the contact details outlined on our website. Should we arrive at your premises to collect your dog/visit your pet(s) for a booked appointment and they are not there (e.g. you have forgotten to cancel), the full amount of the service booked will be charged.

Doggie Daycare always return telephone calls, emails and text messages. We always confirm bookings and cancellations. If you do not receive a reply or confirmation of a booking/cancellation, please assume that there is a system failure and try to contact us again.

## **Prices & Payment**

The charges for the services are set out on the Doggie Daycare website and relevant leaflets. The customer will be deemed to have accepted the charges of Doggie Daycare upon confirmation of a booking. Prices are subject to annual review. All customers will be notified before any changes are made. We regret that we cannot offer half-day rates for the daycare option.

**Office hours:** Monday to Friday: 9:00am to 5.30pm

**After hours:** we check voicemail every couple hours up until 8pm in the evenings and again first thing in the morning, so please leave a message and we will get back to you.

**Bank Holidays:** Open and operational during bank holidays

**Telephone:** 0777 600 2003

**Email:** [info@doggiesdaycareuk.com](mailto:info@doggiesdaycareuk.com)

[www.doggiesdaycareuk.com](http://www.doggiesdaycareuk.com)