



Home From Home

Terms of Services

Getting to know each other

A face to face meeting is required to meet new clients and their dogs. We will not accept any dogs onto our books without meeting owners and dogs in advance.

All new dogs must meet our dogs. A date will be arranged to meet for a trial run around so they can all be introduced. All prospective home boarders are required to have a trial night before we agree to home board the dogs.

Immunisation

All dogs must be fully up to date with;

- Annual Vaccinations
- Tick and flea treatments
- Wormed and Kennel Cough vaccine.

All new vaccines must be administered 3 weeks before commencing a stay with us.

Proof of vaccinations is required before a Home Boarding booking is confirmed.

Vet records must be up to date, originals must be available for inspection and available to be copied.

Forms and Contracts of Services

All forms must be completed before bookings are confirmed.

Payments/Deposits

Home boarding - A 50% non-refundable deposit must be paid to confirm a booking. The outstanding balance must be paid 1 month before the booking commences.

Refunds - After a non-refundable deposit is paid any refunds are at the discretion of Home From Home

Dog Walking - Weekly invoices are sent and are required to be paid in full within 7 days.

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Insurances/ Public Liability

Our Home From Home vehicles are all fully insured for Social, Domestic and Business purposes.

Details of our Business Insurance policy are available on request.

Home From Home has Public Liability insurance.

Accidents/Observations/Changes in Pet Behaviour

We will alert you to any accidents/incidents or changes in behaviour or health involving your dogs. We will contact you as soon as it is reasonably possible to do so. If we notice anything about your dogs which we feel you should know about. We will message or call you. If you are unavailable we will contact your emergency contact.

If your dogs are involved in an incident, accident or have a change in their health or behaviour you must contact us as soon as possible so we are made fully aware. We would prefer that you notify us by text so we can save the information on your dogs file.

Dangerous Dogs/ Aggressive Behaviour/Characteristics

It is the responsibility of the dog's owner to inform us of any characteristics, aggressive behaviours or triggers which need to be known to us when we are handling and caring for your dogs.

If your dog exhibits any aggressive or negative behaviour or is involved in an aggressive incident while in our care. We will alert the owner and return your dog home and refuse to walk your dog until a suitable strategy/ training has been agreed and completed.

If we cannot walk your dog we can provide a Drop In service to help out until an alternative dog walker/ solution is organised.

We reserve the right to only walk dog breeds that we feel comfortable being in charge of.

Cancellations

- **Holidays** - We require 1 month's notice of absence due to a family holiday. No charges will be made for these dates. Any holidays longer than 2 weeks will be charged a retainer fee of 50% to secure the dog's place.
Dog walks cancelled due to holidays under 1 month will be charged at 100%.
- **Illness/ Bitches in Season/ Sterilisation/ Vet advice** - All dates cancelled due to illness, bitches in-season, post op after a sterilisation or due to vets advice will be charged a 50% retainer fee.
- **Groom Appointments/ Annual Vet Appointment** - If a walk is cancelled due to a groom appointment or annual vet appointment a 100% fee for the walk will be charged.

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- **Severe Weather/ Illness** - If due to severe weather conditions or ill health that we are unable to fulfil our contract. We will, where possible, provide an alternative service, date or organise someone from Home From Home to stand in. We will contact the dog's owners to offer an alternative service if necessary or update them that a different person will walk or look after their dog for that day.
- **Holidays/Annual Leave** - We will give advanced notice of any periods of absence /annual leave to our customers.

Emergency Contacts

All customers must have a local emergency contact who can take over the care of the clients dog should we become unavailable. Emergency contact details will be detailed in the Important Pet Information Document.

Clients Personal Information/Keys

Personal Information - No information provided by our clients and their dogs will be given to anyone or shared with anyone outside Home From Home. We value our clients and their dogs' privacy.

Keys - We will only collect and return the dogs or drop in to see clients dogs for no longer than our contract of service specifies. No keys will be copied. The keys will be kept safe, and not given to anyone else other than Home From Home staff. They will be returned to the client when the contract of service is completed or if service is cancelled.

Contract of Service/ Terms of Service

Terms of Service - We reserve the right to amend our Terms of Service at any time and without notice. An updated copy of our Terms of Service will be available on our website.

A Contract of Service - will be completed with all our customers. It records our clients name and address, emergency contacts details, the number and names of dogs to be looked after, type of service required, duration of service, times per day, payment per visit and final amount, deposit required and date of balance to be paid, health and medical record will be completed, veterinary details and contact numbers, immunisations checked and copies taken. Terms of Service will be read and signed to say that the client has read and agrees to adhere to them all.

Medicines - will be stored in a named container provided by the dog owner. Medicines will be administered as instructed and recorded in a Medicines log book.

Responsible Person

All services will be carried out mainly by Wendy Wallace and supported by Home From Home. We will on occasion appoint other people who will work under our instructions. They will be experienced in animal care, insured and have Disclosure Certs. Customers' permission will be asked before another person walks their dogs.

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Accident/Emergency Visits to a Vet

You or your emergency contact will be updated as to what has happened.

Non- life Threatening - If your dog requires veterinary treatment that we deem non life threatening. We will contact the owner and agree a plan of action to take your dog to your own vet or return home.

Life Threatening - If your dog is seriously injured we will take them to the nearest vets. We will as soon as possible contact you or your emergency contact.

Home boarder -We can take dogs to veterinary appointments while in our care, only if agreed at the time of booking. Additional costs will apply.

Photographs of Dogs/Pets

We will take photographs of your pets however we will not use any surnames or images of your property. If you do not wish your pets pictures to be placed on our website, Instagram or Facebook pages. It is your responsibility to alert us if you do not wish us to photograph your pet.

Bitches in Season/ Male Dogs

Bitches In season -We cannot accept bitches in season to stay or attend our walks. However we can provide a Dog Drop In Service until their season has finished.

Home boarding - Male dogs should ideally be neutered to stop marking in our home and dominating behaviour. However depending on our assessment visits/ trial night, we may be able to help. This does not apply to puppies and dogs under 2 years of age. We can however provide a Dog Pop In service or multiple dog walks during the day if our Home boarding assessment fails.

Equipment You should Supply for Your Pet

Dog Walks/ Extended Walks - A coat, collar, harness and/ or lead. If a muzzle is required but is not available at pickup we reserve the right to refuse to walk your dog. We expect to be paid in full as if the walk had taken place. We do however carry equipment if a mistake is made. A hose and towels for cleaning on muddy days.

Home Boarding dogs should bring a clean bed, bowls, food for the duration of their stay, a few toys (Please be aware they will be shared - some may get damaged), a coat, a lead and collar, small t-shirt or similar with your scent on it to settle your dog night, old towels for drying (Please name everything), combs and brush.

* Do not bring anything that is sentimental.

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Pop In's for puppies/ elderly dogs - it is the owners responsibility to provide towels for drying, hose for washing, food and bowls, treats, shovel or poo bags for cleaning up after your dog etc. Water bowls will be filled up after each visit.

*Please note - we give all the dogs a quick dry off. Due to timings we don't have time to groom each dog but we will do our best to dry off the worst!

Poo Bags/Faeces Disposal

We will not allow your dog to foul any public or private footpath. All faeces will be picked up and disposed of correctly. An annual donation for poo bags is required. We donate all the funds raised from the purchase to PADS. At home you will instruct us how you wish us to dispose of your dog's faeces.

Exercise Area

All our dog walks are based at our dog exercise park, Let The Dogs Run. Dogs in our care are exercised within one of our deer fenced areas where they can run, sniff and enjoy off lead fun.