



## **Terms and Conditions**

# Terms and Conditions

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## Prior to their stay

Upon contacting The Dogs Holiday, you agree to attend an induction visit to enable us to assess your dogs suitability.

You must provide us with a completed registration form before we can accept your dog at The Dogs Holiday. You will also need to provide details of an emergency contact. This needs to be someone who can make a decision in an emergency situation if the situation arises.

You must provide proof of your dogs annual vaccinations from their vet. A copy of this will be taken and stored on file by The Dogs Holiday. The course of vaccination must have been completed at least four weeks before the first date of boarding.

All dogs must be also regularly treated for worms, fleas, ticks, intestinal parasites and other parasites.

Although we have Public Liability Insurance, you accept that boarding of your dog in our care is done so at your own risk.

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## During their stay

Upon commencement of boarding, you should supply us with a copy of your dogs routine, outlining anything you feel may be important to such as number of walks, time of walks, bedtimes etc.

You should bring your dogs own bedding, bowls, grooming materials, toys etc that will help to make your dog feel more at home during their stay.

You should bring enough food for your dog for the duration of their stay. If you fail to do we will purchase your dogs normal food for the remainder of the stay, but you will be charged the full amount for this.

You agree that all walks will be conducted on a lead. The Dogs Holiday has a policy of never letting your dog off a lead under any circumstances. Your dog must be non-aggressive.

Should it show aggressive tendencies towards any other dog or their family, you accept that he/she will be isolated and the emergency contact will be contacted and instructed to collect your dog. No refund will be given.

Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she will be isolated and the emergency contact will be contacted and instructed to collect your dog. No refund will be given.

Should your dog fall ill during its stay with us, we may engage the services of a veterinary surgeon and authorise such veterinary surgeon to carry out such treatment as may be required to treat your dog. Every reasonable attempt will be made to contact the yourself and/or the emergency contact prior to such treatment. You agree to pay any vet bills that may be incurred on your return.

## Terms and Conditions

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### During their stay (continued)

Our preferred veterinary practice is:

**Laurels Veterinary Surgery,  
Charter House,  
Victoria Road,  
Runcorn,  
Cheshire  
WA7 5SS**

You agree that should your dog do damage to another dog or the property of The Dogs Holiday, you may be asked for compensation for any damages caused.

You agree that should you return from holiday early and decide to collect your dog before the end of your booking, you will not be entitled to any refund of any payment.

You agree that if you cancel giving less than 24 hours notice or, fail to arrive on the start date of your booking, the total fee is due. The balance due will need to be paid in full.

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### Collection of your dog

You agree to collect your dog from The Dogs Holiday by 12noon on the agreed departure date. Failure to do so will incur an additional charge of £10.00, regardless of the actual collection time on that date. This is to cover the cost of Day Care for that day.

Should you fail to collect your dog from The Dogs Holiday on the agreed departure date, and we fail to establish contact with yourself or the emergency contact, we reserve the right to re-home the Owner's dog by any reasonable means if all other avenues are exhausted.

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### Other Terms and Conditions

Due to licensing and/or insurance restrictions, we are unable to accept any of the following dogs:

- Bitches in season or who are due to come into season during their stay
- Unneutered males
- Puppies under 6 months of age
- Any dog registered under the Dangerous Dogs Act 1991
- Any dog hybrids registered under the Dangerous Wild Animal Act 1976 (e.g. Wolf Hybrids)