



## **DOG BOARDING TERMS AND CONDITIONS FOR ALL YOUR PET CARE (AYPCUK LIMITED)**

All bookings, either confirmed or pending are subject to Terms and Conditions.

Submission of a Booking Form/request by SMS/WhatsApp, Messenger/Website (and any other electronic media) constitutes acceptance of these terms and your continued use of our services confirms your acceptance of the terms in force each time you use us.

The wording our property means 29 High Street, Wargrave, Berkshire, RG10 8BU, and all references to All Your Pet Care mean AYPCUK Limited which is the registered name of the company.

The Terms and Conditions set out an agreement between 'you' the owner, and Karen Howells. The term we/us/our will refer to Karen Howells and her family, Mark Hamer, Georgina Hamer and Jamie Howells.

### **Your Booking**

1. Bookings are not confirmed until a booking fee has been paid, and confirmation has been sent.
2. You confirm that you agree that if you cancel your booking for whatever reason, your booking fee is non-refundable.
3. All dogs must be up to date with their vaccinations, worming, tick and flea treatments. You must provide us with the vaccination booklet at the start of each board. You further agree to deliver your dog in a clean condition.
4. In the event of any emergency if care becomes unavailable, we will endeavour to transfer the board to another carer. We reserve the right at our discretion to cancel the booking and refund your booking fee without any liability.
5. If you collect your dog before the confirmed end date of the board you will not receive a refund.
6. We are not subject to Distance Selling Regulations. By paying your booking fee you are confirming your booking and therefore entering a legal contract with Karen Howells to these Terms and Conditions.
7. Payment for the dog boarding sessions will be in two parts. A 25% booking fee will be requested when you reserve the dates. The balance of the payment will be required at least 7 days before the start date, unless otherwise discussed at the time of booking. If you have booked your dog in regularly for at least one day per week, you must give us a week's notice if you will not require the following week or week(s) for a period of time.

## Your Dog Details

1. You agree to provide full, honest and detailed information in the Registration and Consent form and further Booking Form about your dog/s and agree to our terms and conditions. During your continued use of our services you agree to keep us informed of any changes to your dog/s details. Failure on your part to disclose any matter whether material fact or not, which in our view might render your dog unsuitable for boarding will amount to breach of conditions and termination of your dog's stay without refund.
2. We are unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
3. It's the owner's responsibility to monitor when a season may happen and not booking within that windows. If the dog comes into season leading up to (and dog will still be in season during planned stay), or during the booking the emergency will be responsible for taking the dogs care and no refund will be given. Make sure that your emergency contact is in a position to take over the care at short notice if they do come into season. Please be aware that we will make every effort to protect your un-spayed bitch from unwanted male attention, but cannot be held responsible for any accidents that may occur and may result in an unwanted pregnancy. If we are unable to accommodate your un-spayed bitch we will cancel your booking.
4. You confirm your dog is non-aggressive. Should it show aggressive tendencies towards us, you accept that he/she will be placed in a dog boarding kennel until your return and that this will be subject to a transfer charge of £20.00 plus their fees which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to Karen Howells and any additional fees charged by the kennels will be payable by you.
5. You have disclosed any known dangers associated with your dog.
6. You confirm that you agree should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she will be placed in a dog boarding kennel until your return and that this will be subject to a transfer charge of £20.00 which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid and any additional fees charged by the kennels will be payable by you. In addition, you agree to pay the cost of any damage caused by your dog to our home.
7. If you prefer/agree to your dog being exercised off lead, please note the booking form accordingly. In doing so you accept responsibility for third party liability.
8. We will care for your dog as you would, and whilst we will make every effort to ensure your dog is cared for to our usual high standards we cannot be liable for loss, injury or death either inside or outside of the carer's home whilst in our care.
9. Your dog is expected to be under control at all times, trained and not over boisterous in the home.
10. You confirm that you are the legal owner of your dog.
11. You confirm that your dog has not been ill with any contagious disease or condition within the past 30 days and that your dog has received all the necessary vaccinations.
12. You understand that under no circumstances will Karen Howells be liable for any damage caused by your dog. This will be your responsibility.

## **Veterinary Details**

1. We will take the utmost care to ensure the happiness, safety and welfare of your dog/s. If however your dog becomes unwell or has an accident during his board we will take him to a Veterinary Surgery. You agree for Karen Howells or Mark Hamer and advice from a qualified veterinary surgeon to make any decisions regarding your dog's health/welfare, providing it is acting in the best interest of your dog. An emergency contact number for you or someone to make these decisions on your behalf will be required. You agree to be responsible for payment of veterinary fees incurred upon your return. We do recommend that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board. The booking form gives the carer authorisation to take your dog/s to the Vet's if necessary, whilst also confirming you will either reimburse any fees or pay the Veterinary Surgery directly, which-ever applies.
2. You agree that if your dog attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and /or person), you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog. We recommend but do not insist that your dog be insured against sickness, accident, or injury and for third party liability prior to boarding.
3. The client is responsible for any veterinary bills, no matter how they are incurred whilst the pets are in our care.

## **Damage to our property**

1. Your dog must not be known to chew, scratch or destroy furniture or house fittings under normal circumstances. Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she could be placed in a dog boarding kennel at your own expense until your return and will be subject to a £20.00 transfer charge.
2. Any damages caused by your dog to our home or possessions other than reasonable wear and tear will be paid for by you directly to your dog's carer on your return.

## **Your Dog's Boarding experience**

1. You agree that if in extreme cases a dog is found to be destructive, aggressive, agitated, stressed, completely unmanageable in the home or highly anti-social we may refuse to board your dog for the remainder of the stay. We will have no option but to contact you or your emergency contact. Your emergency contact will be expected to provide alternative care or arrangements will be made to kennel your dog at your cost. Every effort will be made to avoid such an event by you providing an honest account of your dogs and by having the open and frank discussion at the visit. Re-positioning of the dog concerned in an alternative home, depending on the problem, may be a possibility however this is not guaranteed. Remember we do not believe in kennelling but not all dogs are suitable for home boarding.
2. You agree that your dog must be fully vaccinated before any stay (copies to be supplied) or in circumstances of Homeopathic treated dogs liability accepted and all parties in agreement.
3. All dogs must be treated for fleas and worms no more than two weeks prior to arrival at the carer's home. In the event of flea infestation your dog's carer will treat your dog at your expense. You agree that flea infestation in a carer's home is a very serious matter and must be avoided at all stays. In the event of this happening you may be additionally charged by your dog's independent carer for household treatment and compensation for loss of earnings following an infestation.

4. You agree to deliver your dog in a clean, groomed condition. Any dog requiring regular grooming should also be provided with appropriate grooming equipment.
5. You agree to regularly perform worming and flea treatment to your dog according to the manufacturer's instructions
6. You agree to ensure that your dog's vaccinations are up to date, and the updated vaccination record is sent to us. If your dog is due to stay and it's found that the vaccination record is out of date and you are unable to show us proof that this has been done, your dog's visit will be cancelled with no refund due to you.
7. You agree to provide food for the entire duration of your dog's stay, any treats allowed, your dog's own bedding, any medication required, toys, lead and any other material requirements your dog requires or items which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to refund us the costs incurred purchasing more food.
8. You agree that that after a week following your stated return date you have not returned to collect your dog(s) and every attempt has been made to contact you and your emergency contact number without success then your dog(s) will be put up for re-homing.
9. You agree that your dog will socialise with other dogs and you accept the risks involved and agree that we are not liable for any illnesses or injuries resulting during your dog's attendance.
10. We may accept more than one dog for boarding at any one time, you agree that this is acceptable to yourself. Please contact us in writing if you wish your pet to be the only dog guest which may increase the cost of the stay. This will be discussed for each occasion.
11. You recognise the risks associated with us transporting your dog to and from the property, to a vet or on any other walks or days out and you expressly relinquish any and all claims against Karen Howells and her family.

## **Health and Welfare**

On the first day of holiday boarding or when they are dropped at daycare, you as the owner agree that you will be handing over your dog(s) to "AYPCUK Limited" in good health. We will not take any dog who has been ill within the last 24 hours, nor continue to board a dog who shows signs of any illness within the first 6 hours of arriving, nor a dog who has had an infectious disease within 21 days prior to boarding, this is to protect other dogs in our care, our own dogs, and my family. As the owner you must ensure that you disclose any current illnesses or ailments, at the initial dog registration and, or before a dog comes to board with us.

Any medication for such ailments will need to be supplied and detailed on the Medication form & signed by the owner. We will ask you to sign the consent form "administering medication/ supplements". If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, your emergency contact will be asked to collect the dog with immediate effect. It will be at our discretion as to whether to refund any monies.

If the dog cannot be collected, "AYPCUK Limited", reserves the right to refer the dog to the businesses registered vet (Twyford Veterinary Centre) or the out of hours vet (Summerleaze Vet in Maidenhead) for isolation at the owner's expense until such time as the dog can be collected by the owner or emergency contact. No refund will be given in this circumstance and all veterinary costs will be met by the client

## **Dogs Born Abroad (2022)**

1. If your dog was born abroad, we will need to see their passport, and a record of any inoculations/vaccinations which would have been given to them before and after they entered the UK. We will also need to see a negative blood test result for Canine Brucellosis. If your dog has not been tested for this, we advise you to seek support from your Vet. Until we see a negative result, then we cannot accept your dog in any of our services. <https://vets.blog.gov.uk/2022/07/06/world-zoonoses-day-how-you-can-help-protect-our-dogs-from-brucella-canis/>

## **Insurance**

1. "AYPCUK Limited" is covered by business public liability and pet insurance with care custody and control extension liability to animals. Insurance does not cover any costs that may be incurred, either veterinary or other as a result of sickness, accident or damage caused to or by any guest dog.
2. It is recommended but not essential that client's take out their own veterinary insurance and leave policy details on record.

## **Cancellation fees**

If you need to cancel for any reason we have a cancellation policy, for a long term booking we will keep your non-refundable booking fee and in addition depending on the notice you give us you will be required to make payment. Payment outlined below will be required unless we manage to find someone to take your booking. As we take the balance of your payment 7 days before your confirmed booking, no refunds will be given if you cancel after that date.

If you cancel before 7 days of the start date of your booking, we will keep your non-refundable booking fee, but no further payment will be due.

If you have committed to regular day care/boarding for your dog, ie twice a month or every Wednesday we will need 7 days notice if you need to cancel. As we bill you at the end of the month, the invoice will be for your scheduled visits rather than those attended unless we manage to fill your dog's space. We often have people on the waiting list so letting us know with as much notice as you can will reduce the chance of you having to pay for that space.

## **Our Code of Practice**

1. We shall practice with integrity, responsibility and trustworthiness and shall recognise responsibility to our clients, clients' pets, clients' property, and society in general.
2. The welfare of clients' dogs shall be paramount and shall not be made subordinate to commercial consideration.
3. We shall maintain professional relationships with our clients and shall not exploit such relationships for improper personal, professional or financial gain, nor seek inappropriately to impose their own values on clients.
4. We will not leave dogs unattended except for short periods only (2-3 hours) or as agreed with owners. In the case of an emergency an allocated key holder must have access.
5. We will provide clean, dry, warm, draught-free bedding space; an area for dogs to relieve themselves; food, fresh water, exercise to owners requirements and maintain the guest dogs normal routine as much as is possible.

6. We will ensure dogs are walked according to owner's instructions at all times i.e. on or off the lead allowances. We will ensure proper control at all times and dispose of excrement safely.

For more details on individual policies, please refer to our Policies and Procedures document or find all documentation on our website.

Any questions please contact

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