

The Pet People

Doggy Daycare Terms and Conditions

All bookings are subject to these Terms and Conditions. Variation to the Terms and Conditions may be made from time to time and if you agree to use any of our services you agree to our terms and conditions.

Doggy Daycare Bookings

Our charges are set out on our price list leaflet. You will be deemed to have accepted the charges of The Pet People upon confirmation of your booking.

Your Doggy Daycare booking will not be confirmed until The Pet People have received a monthly calendar outlining your requirements for the coming month.

If the charges are not paid within seven days of the invoice The Pet People reserves the right to charge an administration fee of 25% each and every week the account is unpaid.

At particularly busy times of the year such as Christmas, New Year and Bank Holidays a supplement is payable.

Cancellations

We recognise that people's circumstances change and a booking may need to be cancelled. **48 hours notice** is required otherwise you will be charged the full booking rate

Your Pet

We cannot accept bookings for entire males over 9 months of age as this is very disruptive within groups of dogs and can lead to instances of aggression. It is strongly recommended that female dogs are spayed following their first season, or before if your vet agrees. Entire females can also be very disruptive to groups of dogs and this too can lead to instances of aggression. We do not accept female dogs that are in season, due to the risks involved to the female dog and other dogs in group situations.

We cannot accept bookings for badly behaved or aggressive animals. The Pet People may terminate an engagement immediately if it is reasonably thought that a Pet is badly behaved or aggressive either towards humans, animals or property. You will be liable if your pet injures a third party, any property or any other dog.

You must ensure that your Pet is in good health and free from fleas and is adequately wormed. If The Pet People believes that your Pet is not in good

health we reserve the right to seek veterinary advice on your behalf and you will be liable for the veterinary fees.

If it becomes necessary, your animal will be taken to a veterinary surgeon. You are responsible for any fees that are reasonably incurred during your absence or during the course of an assignment.

By making a booking with The Pet People you are deemed to consider your dog to be in good health. Dogs with injuries and some illnesses are very difficult to have in dog groups and may not be accepted. Each dog will be considered on its own merits.

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Proof of vaccinations is required. Kennel cough vaccination is strongly advised.

Please note **The Control Of Dogs Order 1992** mandates that any dog in a public place must wear a collar with the name and address including post code of the owner engraved or written on it or engraved on a tag, whether the dog is chipped or not.

It is the owners responsibility to ensure that www.petlog.co.uk hold their correct details as in the unlikely event that your dog is lost we would be unable to collect or retrieve if the details that we hold on file are not the same as those held by petlog.

Owner undertakes to make full disclosure of any quality or characteristic which might make your dog not suitable for doggy daycare including behavioural or health problems, anti-social behaviour including aggression, incontinence/lack of house training or excessive loud barking/whining. Failure on the part of the owner to disclose any matter which might render owner's dog unsuitable for Daycare will be deemed a material omission amounting to a fundamental breach of our agreement.

All efforts will be made to contact the owner in the event of an emergency. We recommend owners provide us with a contact number of a trusted 3rd party should we be unable to make contact. However, we reserve the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon. Owner is responsible for payment of any veterinary fees incurred by us.

Owner accepts full liability for any loss or damage cause by the dog whilst in the care of The Pet People. Owner is financially responsible for any loss or damage to property.