

the word 'dog' refers to a dog over age of 1yrs & a puppy under the age of 1yrs *Day boarding = Day care*

Consultations

Before we consider a dog for any of our services, a consultation/meet & greet must be carried out in advance at our home. This is to check compatibility of our own dogs with yours. During the consultation we will discuss: Medical/ Vaccinations, History, Behaviours, Exercise, Food & Diets, Routines at Home, Boarding details. Please bring your dog's vaccination/medical card & insurance details with you. We will provide you with a copy of our Registration & Consultation form & our Consent form should we both decide to go ahead with bookings after the consultation. Please bring this paperwork with you to your first booking along with a signed copy of this document. It is, you the owner's responsibility to, provide comprehensive details about your dog, & to be completely honest about any traits, vices or behavioural problems, both positive & negative (however small). We rely on this information to be able to manage any issues & provide a good experience & quality of service for your dog. Any misinformation may jeopardise your dog's stay with us. We are not qualified trainers or behaviourists; however, we will do our best to manage any situation or issue that arises & will source guidance from other professionals if necessary. We may need to contact you if your dog exhibits any behaviours not previously disclosed.

Trial Overnights

For boarding, all NEW dogs must have a trial overnight stay, where possible. This allows us to observe the dog's behaviour & to evaluate whether they are compatible with us, & with our resident dogs. During this trial we will carry out an assessment & trial log which we will share with you when you pick your dog up. In our experience dogs will behave & cope differently in the absence of their owners & in a new, unknown environment. This is charged at the standard overnight rate.

Charges

The standard overnight rate is currently £45 per dog per night. £50 per puppy per night under the age of 1 year. £35 for day boarding, & £40 for puppies under the age of year. Prices increase by £5 at weekends. Time & a half rates are applicable

for all Bank holidays and we are closed from Christmas Eve to New Year's Day.

Drop off & Collection times for Boarding

Monday to Friday: from 7.30am up to 6pm & by appointment only. Weekends: From 9am - 6pm & by appointment only.

Our boarding rates are charged per 24 hours. Additional charges apply if collection time runs into the next 24 hour period on the last day of boarding i.e., drop off is at 9am on first day but collection is after 9am on final day. This is charged at the standard day care rate of £35, or £40 for under 1's, for any time up to 6pm.

If your plans change & you happen to arrive before the 24 hour cut off & have already paid for additional day care we will be happy to refund you.

Drop off & Collection times for Day Boarding

Monday – Friday: drop offs are from 7.30am to 9.30am & pick ups are from 4pm to 6pm. These are by appointment only. Please message to discuss terms individually.

Emergency / 2nd Contact

Without an emergency / secondary contact we unfortunately cannot board your dog. In the event that you do not come to collect your dog on the collection date agreed, unless we have been contacted & advised in advance, your nominated person will be contacted to collect your dog. If they fail to collect, & we have not been contacted by you, the contract will be terminated & dog will be re-homed/taken to a rescue centre.

Bookings for Boarding

School holidays, particularly during summer, is a very busy time for us so we recommend that you confirm any dates for boarding as soon as possible.

Booking Process

When dates are requested for boarding, we will confirm availability & cost. The booking is not confirmed until it is paid for. Full payments for the booking must be made prior to arrival.

Payment should be made by BACs transfer to:-
Horsham Pet Care, 23-69-72, 30071470

Late payments may jeopardise your booking & you may need to source an alternative option.

Payment for regular day boarding will be required on a weekly basis to pay for the week ahead.

Cancellation fees for Overnight Boarding

There will be no refund if cancellation is made with less than 48 hours' notice. Cancellation within 7-3 days notice will be refunded at 50% of the booking cost. Full refund will be issued if more than 7 days notice is given.

Cancellation fees for Day Boarding

If you need to cancel day boarding please provide as much notice in writing directly to Gemma. If you provide over 48hrs notice a full refund for the day will be given. If you provide less than 48hrs notice you will receive 50% refund. If you provide less than 24hrs notice we reserve the right to charge you for that day.

Termination of Boarding, including Day Boarding

If you fail to disclose any negative behavioural problems during the consultation or prior to the intended stay, should your dog show any sustained aggressive tendencies, bites our dogs, other dogs or humans, is continually uncontrollable, destructive or shows unreasonable behaviour, the boarding agreement will be terminated with immediate effect. You will be advised accordingly, however this may be less than 24 hours' notice. You accept that your dog will be placed in an appropriate local pet boarding/kennels or with your emergency contact. A £30.00 transfer charge will be applicable. Any costs incurred for the alternative boarding/kennel will be your responsibility. You also agree to pay the cost of any injury/damage caused by your animal to us, our home, our dogs, or other boarders. No refund will be given.

Health & Welfare

We insist on all dogs having current annual booster vaccinations before boarding with us, & puppies to have had their second course of vaccinations. This is for the protection of your dog, our dogs, all other boarders & any dogs they may come

in contact with; it is also required for insurance purposes & as part of the license provided by the council. We currently do not take titre tested only dogs. Your dog must have been appropriately treated for external & internal parasites with an appropriate product authorised by VMD & in accordance with veterinary advice before entry to home. At consultation you are required to bring the vaccination booklet so we can keep a copy on record. Failure to produce a copy of the vaccination record will jeopardise your booking.

We do not take dogs that have been ill within the last 24 hours, nor a dog who has had an infectious disease within 21 days prior to boarding

Should anything happen to your dog whilst in day boarding you will be notified ASAP & everything will be done in our power to manage the situation. Horsham Pet Care are fully insured but noting that dogs will be dogs, & they can play roughly, if your dog is hurt i.e.. cut paw, ripped claw, you will be notified. If a vet visit is required & you are not available to attend, we will do our best to attend on your behalf but it is your responsibility to make payment directly to the vets. We are constantly with the dogs during the day/night so we are on hand to manage any situation. If death is a possibility during day boarding (due to illness/old age etc.) please notify Horsham Pet Care in writing & agree arrangements for care.

Un-Spayed/Entire Dogs

We do not board entire male dogs over the age of 8 months, nor un-spayed female dogs over the age of 6 months. However, this age limit is flexible dependent on the dog's recommended age for neutering, their individual development & behaviour. We do not take any un-spayed females who are in season or are due to be in season during their stay. If your female dog comes into season whilst they are boarding with us, we will contact you, & your 2nd contact will need to come & collect her. They will not be able to return until they have finished i.e. 2 days after their last bleed. In the case that this happens you will forfeit any refund.

Medication

We are experienced in giving tablet & liquid medication orally, as well as ear/eye drops.

Nail Clipping

Please ensure your dog has had its nails clipped & filed to remove rough/sharp edges, before boarding with us, to avoid accidental injury to humans or other dogs.

Veterinary Release & Instruction

We are registered with our local veterinary practice at: Seers Croft Veterinary Surgery, Tower Road, Faygate, RH12 4SD, 01293 851122. It is your responsibility to contact your veterinary practice prior to the booking to inform them that your dog will be boarding with us. Under the GDPR 2018 regulations, Veterinary Practices are not allowed to share medical records between practices without owner permission, so you will need to give your vet permission to share your dogs medical information with our vet should it be requested.

If your dog becomes ill or injured while boarding with us, it will be necessary for us to contact your vets for advice or, if necessary, to take them in for a medical consultation at our registered vet (see above). We will contact you (where possible) in the first instance, prior to contacting the vet. We request that you provide permission for us to approve necessary treatment; & you, as the owner will assume full responsibility & pay for any required treatment. You agree that Horsham Pet Care is authorised to take your dog to our registered veterinary practice for treatment. We strongly suggest that you have an insurance policy in place. Horsham Pet Care cannot be held responsible for any veterinary treatment that may result in loss, injury or death of your dog.

Insurance

All Dogs should be insured wherever possible by the owner & insurance details given.

Dog Collars & ID Tags

All dogs who use our services must wear a collar & tag even if they walk with a harness/haltie. Please ensure your dog has a sturdy collar before they arrive. We will also provide your dog with one of our ID tags during their stay with us. It is a legal requirement for all dogs to wear a collar & ID tag in public.

Exercise & Enrichment

Your dog will receive at least 1 daily walk during their stay; all dogs will be walked on a lead when they are out, unless you have indicated that they can be off lead at certain times. We will always leash your dogs near roads. An off-lead permission on our consent form signed by the owner will be required. As some of the walks are a car ride away, we ask that owners supply a transport harness for their dogs, so they can be appropriately & safely restrained using a dog seat belt in our vehicles. If your dog is younger than a year, we adhere to The Kennel Clubs rule of "a ratio of five minutes exercise per month of age (up to twice a day) until the puppy is fully grown, i.e. 15 minutes (up to twice a day) when three months old, 20 minutes when four months old etc."

What We Provide

We will provide safety, security, mental stimulation, including simple command training, nutrition, adventures, entertainment, physical exercise, enrichment, companionship, socialisation with other dogs, & humans. We will interact with them, feed them, make sure they always have fresh water & provide them with any medication required. They will have free roam of our house & garden which is enclosed, safe & secure.

What Owners Provide

All food is to be provided by the owner (please ensure you bring enough for their entire stay), as well as any necessary equipment i.e. bedding, crates, toys, feeding bowls, puppy training pads, harnesses, & or transport harness, collars, leads etc., treats, grooming equipment, & any relevant medication.

Paperwork (required for License)

All clients must complete & sign all relevant paperwork, including our terms & conditions, registration & consultation form & consent form, which includes the veterinary release instruction form & off-lead permission, any permission requests & a privacy notice form. By signing the consent form, & any other necessary forms that pertain to Horsham Pet Care services, you agree to accept & are contractually bound by our terms

& conditions. You also agree that the information recorded on the document before & during consultation is accurate. It is your responsibility to update us when information given on our consultation form changes.

Licensing & Insurance

All businesses that provide boarding services whether it is a kennel or in a home, must be licensed under the Animal Welfare Act (1963) & comply to the regulations set under The Animal Welfare Regulation 2018. Horsham Pet Care are licensed by Horsham District Council & are insured for Protectivity Insurance.

Confidentiality Policy

Client confidentiality will be maintained at all times, details will be kept private & will never be used for any purpose other than caring for your dog.

Our Terms & Conditions are at times reviewed & updated. We will ensure you receive an updated version.

I have read and agree to Horsham Pet Care's Terms & Conditions. I, the owner, am aware that I am contractually bound by them.

Name Printed: _____ **Signed:** _____ **Date:** _____

Privacy Notice

You, _____ (owner's full name), give your consent that your details, and any data relevant to my work, will be held on record by myself, name and contact details as below, and processed under the terms of the General Data Protection Act 2018. In general terms this means:

I have lawful basis, which in this case is to fulfil my contract with you. My purpose is to look after your dog/s whilst you are away or anytime during a day. This data may be shared with colleagues, or relevant agencies, i.e. Veterinary staff, Police, RSPCA or rescue centres, Council & Government Departments if requested.

Records will be securely kept, and will not be kept for any longer than deemed necessary. You have the right to ask for your records to be viewed, amended, or deleted and you have the right to withdraw consent. You also have the right to complain to the overseeing regulator, the ICO, (www.ico.org.uk) if you feel your data has not been handled correctly.

Name Printed: _____ **Signed:** _____ **Date:** _____