



## **OUR RULES**

Our biggest priority at The Paw Pack is ensuring all our dogs are healthy, safe and happy and that our clients receive an excellent service. We welcome feedback, good or bad, from all our clients so please do not hesitate to contact us if you do not agree with any of the following terms and conditions.

We accept dogs of all ages, however puppies must be fully immunised and males over 12 months must be neutered.

Females cannot attend day care whilst they are in season. If you suspect that your dog may be coming into season then please let us know.

All dogs must be current on all recommended vaccinations to include parvovirus, leptospirosis, hepatitis, distemper and kennel cough. We also require routine worming and de flea treatment to be administered.

All dogs must be micro chipped. Owners are also responsible for making sure their dogs wear suitable collars with tags containing; contact name and telephone number as this is still required by law.

To ensure a settled group environment it is our policy that dogs must attend day care a minimum of 1 day a week (day can vary) and allowances are made for holidays.

## **HEALTH**

All dogs must be in good health. By allowing your dog to attend day care you expressly confirm that there are no health issues affecting their dog that could make them unsuitable for day care, or jeopardise the health of other dogs.

Owners agree that they will assess the health of their dog before they attend day care on any given day. If there are any signs of illness then this must be raised with The Paw Pack and in most circumstances dogs should be kept at home until they have recovered.

Please note that dogs should not attend daycare if they show signs of:

- Any cough
- Runny eyes or nasal discharge
- Vomiting
- Significant diarrhoea

Should any dog attend, or be picked up for daycare showing signs of such illness then we will be unable to let them attend and if necessary will contact their owners so that alternative arrangements can be made.

The health and wellbeing of your dog is our primary concern, however owners acknowledge that their dog will interact with a number of dogs in a social environment and in doing so accept that (like children in nursery) there is a possibility that dogs may come across some ailments and / or illnesses associated with socialisation. Furthermore, clients acknowledge that it is not possible to vaccinate against all strains of kennel cough.

Dogs attending daycare will be encouraged to be active, and will often play with other dogs. As in any situation where dogs are active and playful there is a risk of injury (scratches, bumps, knocks etc.) as part and parcel of this.

The Paw Pack will not be held responsible for any illness / ailment or injury that may be contracted through general socialisation and play with other dogs.

Owners using our taxi service agree that The Paw Pack cannot be held liable for death or injury to their dog in the event of a motor vehicle accident.

In the case of an emergency you agree we are authorised to seek veterinary care, where practicable, at your own vet or the closest vet available if appropriate. We will of course endeavour to contact you immediately in the event of an accident. In any event, you agree to accept full responsibility for the cost of all veterinary care and to settle fees directly with the veterinarian involved.

All costs, fees and expenses incurred as a result of other accidents will be the responsibility of, and will be covered by, the owner and in any such case you agree to indemnify on demand us against any costs we may agree to incur for the benefit of securing treatment in an emergency.

## **BEHAVIOUR**

We will assess the suitability of all dogs for day care as it is important that they are happy in this environment. We will be unable to accept dogs that show signs of aggression, bark excessively or show continued signs of separation anxiety.

Owners explicitly confirm that their dog has no record of aggressive or anti-social behaviour and they have made a full and frank disclosure of any characteristic or trait that might make their dog unsuitable for socialising with other dogs.

Owners 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 attending day care.

Owners accept that should your dog become uncontrollable or pose a threat to members of The Paw Pack staff or dogs that it may be necessary to isolate your dog, until suitable arrangements can be made for their collection.

## **PHOTOGRAPHY/SOCIAL MEDIA:**

During your dog's time in daycare they will be photographed, and these images may be used on our website, social media outlets and printed literature.

## **WORKING HOURS**

Please respect our working hours which are between 8am – 6pm Monday – Friday. Phone calls, emails and texts may not be answered before or after these times.

Please do not ask us to keep dogs at the last minute for an extra hour or for the evening as this will not always be possible. We can be flexible if arranged in advance.

## **BOOKINGS**

All bookings must be made in person, via phone call or text message. Please note that bookings have not been confirmed until you receive a response.

Please try to give us 48 hours' notice on all Daycare services as we will need time to arrange pickups / drop offs and staffing schedules.

It will not always be possible to fit you in at the last minute but we will try our best to accommodate you.

Cancellations must be made at least 24 hours before the scheduled provision of service otherwise the full service fee will be charged.

Prices are separately advertised and may be altered from time to time without notice.

If you need to drop off or collect your dog either before or after our opening hours an additional charge will apply and you'll need to arrange this in advance.

The Paw Pack is closed on bank holidays and between Christmas and New Year. Any other closures will be communicated with as much notice as reasonably practicable.

## **RESERVATION OF RIGHTS**

We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any customer or dog at any time without prior warning.

These terms and conditions may be subject to change at any time without prior notification.

## **DISCLAIMER**

From time to time, we may (upon request or otherwise) make recommendations or introductions in respect of the promotion at our premises of third parties who provide complementary or other services which may be of interest to you. It is your responsibility to ensure that the services provided by any such party are suitable to you and your dog and we accept no liability in relation to any such services or any loss arising from or in connection with them.

Provision of any services implies you have understood and agreed to these terms and conditions.

Sign: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_