



## Terms and Conditions

- Submission of a Booking Form will confirm the owner/s acceptance of the Terms and Conditions
- East Brent Dog Services will not accept dogs registered under the Dangerous Dogs Act 1991 or dog hybrids registered under the Dangerous Wild Animal Act 1976 and complies with The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 - Conditions for providing home boarding for dogs
- You agree to deliver your dog in a clean, groomed condition. Any dog requiring regular grooming should also be provided with appropriate grooming equipment.
- You agree to provide East Brent Dog Services with enough 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 the costs incurred purchasing more food.
- Owners give consent to their dogs being mixed boarded with dogs from different households.
- All dogs will be required to attend a familiarisation "meet and greet" session to ensure that the dog will be suitable for home boarding. Owners are required to make full disclosure of any characteristic which may make their dog unsuitable for home boarding or walking services. East Brent Dog Services reserves the right to terminate the booking without refund if behavioural issues are not fully disclosed. Behaviour such as territory scent marking within the home, aggression towards other dogs, excessive barking or dogs displaying extreme anxiety behaviour may result in future bookings being declined.
- You confirm that you are the legal owner of your dog.
- 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.
- We are happy to accept bookings for unspayed bitches, however if you believe your dog is due into season during her board you must inform us at the time of booking.
- We are happy to accept entire males, providing they are not aggressive towards other dogs.
- East Brent Dog Services will care for your dog as you would, and whilst we will make every effort to ensure your dog(s) is cared for to our usual high standards we cannot be liable for loss, injury or death either inside or outside of the home whilst in our care
- Owners are required to ensure that their dogs are up to date for the annual booster, Kennel Cough vaccine and treated with vet prescribed treatment for fleas, ticks and intestinal parasites prior to boarding.
- Owners must not board their dog if it is deemed to have any condition that could jeopardise the health of any other boarding dog. If a dog shows symptoms of infection then it will not be accepted for boarding until it has been clear of symptoms for at least 48 hours. If a dog is diagnosed with Kennel Cough, it will not be allowed to return to boarding for 14 days.
- Owners are responsible for checking their dogs on a regular basis for ticks and fleas. No dog will be accepted for boarding in the event of fleas or ticks being present.

- Owners agree to fully indemnify East Brent Dog Services against any loss or injury to a third party or damage to property caused by their dog. Owners are fully liable for the full cost of any damages incurred by their dog.
- Owners agree to East Brent Dog Services seeking veterinary treatment or advice in the event of a dog becoming ill, injured or requiring emergency treatment. Owners are liable for the full cost of any veterinary fees that may be incurred whilst their dog is in the care of East Brent Dog Services. If the illness or injury can't be safely managed at East Brent Dog Services, the owner or named emergency contact will be contacted to arrange collection of the dog. It is the owner's responsibility to ensure that the emergency contact is aware of this arrangement.
- East Brent Dog Services will exercise the dogs in accordance with the terms and conditions within the Animal Welfare Act October 2018.
- All dogs will be required to wear an identity tag on walks disclosing the name, address and phone number of the owner.
- East Brent Dog Services requires all dogs to be microchipped in accordance with the Microchipping of Dogs regulations 2015.
- East Brent Dog Services uses photo images of pets for social media and advertising. If you do not want photos of your pets to be used, you must make this known in writing.
- Payment for ad-hoc bookings or for holiday boarding must be paid in full on receipt of the invoice. East Brent Dog Services reserves the right to cancel future bookings if this term is not met. A non-refundable deposit may be required to secure a holiday board booking. This deposit is not refundable if a customer cancels the booking. For all other bookings, a refund may only be given if at least 48 hour notice is received. Spaces will not be guaranteed until payment is received.
- Customers accept the terms and conditions as set out, which are subject to change without notice. A copy of the latest terms and conditions are available from East Brent Dog Services.

Signed -

Full Name -

Date –