

HOME FROM HOME

Dog Day Care & Accommodation



Terms of Business

- 1. Fees:** When booking to board your dog a 50% non-refundable deposit is required at the time of booking. Until this is received your dogs stay will not be confirmed. The balance is due with 7 days of receiving the invoice.
- 2. Charging Period:** For dog's boarding we charge our fee based on the number of nights we board them. For day care we charge per day or part thereof.
- 3. Cancellations:** Should you cancel your pets stay with us you will forfeit your deposit as it is a non-refundable deposit. If you cancel your dogs stay at short notice, we reserve the right to charge the full amount of the stay if we are unable to fill the booking space.
- 4. Collection and Delivery:** Please ensure you arrive at the agreed time or if we are collecting your dog that it is ready at the agreed time. If your dog is not available at the agreed time, we may not be able to collect as it could impact the following collection schedules.
- 5. Preview:** Before an extended boarding stay, we require a meet and greet and assessment day to assess the dogs comfort level. A 1 night stay may then be required to assess your dog.
- 6. Refusal:** We reserve the right to refuse boarding or day care without explanation.
- 7. Bedding:** We supply fresh clean bedding for every new dog. We also supply food and water bowls. Own bedding, bowls, toys, or other home comforts are welcome to be brought with your dog. A designated box will be given to store items in during their stay when not in use.
- 8. Food:** We will supply a basic complete hard food. If you do not wish to use this or if your dog has any special dietary requirements, please ensure you bring enough of your own food and treats for your dog's stay. We have a dedicated fridge for storage of open wet food or raw food. We must be informed of your dogs feeding times and any habits we should be aware of. We should also be informed of any treats and foods which your dog cannot have.
- 9. Vets:** Should we have to take your dog to the vets during its stay you will be responsible for any fees and associated costs. We require all dogs to be fully vaccinated including kennel cough, and we will require a copy of the dogs up to date vaccination certificates. We reserve the right to refuse any stay without a valid certificate.