Terms of Service Form

**Pre-service requirements:**

1. **Vaccinations**

* Dogs must be up to date with their vaccinations.
* Dogs must be protected against Distemper, Parvovirus, Hepatitis, Adenovirus, Leptospirosis and Parainfluenza.
* Vaccinations must take place at least 2 weeks before arrival.

1. **Worm, tick & flea treatments**

* Dogs must be up to date with their worm, tick & flea treatments.

1. **Microchips**

* Dogs must be microchipped.

1. **Trial Sessions/Meet & Greets**

* Dogs must partake in a relevant trial session prior to service. Dogs just being walked must have a trial walking session. Sitting & boarding dogs must have a Meet & Greet session at ours. **New dogs staying for 3 nights and more must also have a trial night.**
* Please contact us to book your session. **Please Note:** We can’t confirm any bookings until a trial session has taken place, meaning any bookings made before then are provisional. Failure to attend the session will result in the bookings being removed. ***You must also bring their vaccination card/certificate to the trial session.***

1. **Payment & Deposits**

* A full payment must be made before service. We accept card, cash & cheque.
* We ask for a 25% deposit for bookings over 5 days once it’s been confirmed, which we’ll deduct from the final bill. This will be required 1 week before their stay.

1. **Additional requirements**

* Dogs must not be registered under the Dangerous Dogs Act 1991 or be generally aggressive.
* Dogs must not arrive ill.
* Dogs must be neutered/spayed & not in season.
* Dogs must arrive wearing a collar tag.
* The Terms of Service form, Personal Information form & Consent Request form must all be completed & returned to us before service.

Policies & procedures:

1. **Insurance & Liability**

* We have Public Liability Insurance, covering us up to £5,000,000. However, we will not be held liable or accept liability for any damage and/or medical/veterinary bills incurred by your dog(s).

1. Equipment

* You must provide all necessary equipment for your dog(s) stay, i.e., feeding supplies & crates. Anything you provide us with will only be used on/given to your dog(s) and will be returned.

1. Medication

* We can’t give your dog(s) any medication without your consent (see the consent section if applicable). Any unused or leftover medication will be returned.

1. **Walking arrangements**

* Dogs will receive at least 60 minutes of exercise a day unless if any exercise restrictions are needed.
* Dogs will get the chance to go off lead unless you tell us otherwise. We’ll never take your dog(s) off lead without your consent.
* The maximum number of dogs we’ll walk at once is 4 if we’re both present or 2 if only one of us are present.
* Dogs are always kept on a lead when near roads & when being collected/returned home. We’ll never put a muzzle on your dog(s) without your consent.

1. **Daycare & Boarding arrangements**

* **Feeding:** Dogs are fed in accordance with the information you provide us with in these forms.
* **Sleeping:** Sitting/boarding dogs are given their own designated room & bed where they’ll sleep at night & where they can take breaks from other dogs/people should they wish.
* Crating: We can’t crate your dog(s) without your consent (see the consent section if applicable). Dogs won’t be confined to their crate for more than 3 hours in a 24-hour period.
* **Resident pets:** Our resident pets are accommodated separately from boarding dogs, sharing a designated room. The door will be kept shut when the cat is in it. When necessary, we’ll keep our cat and particular dogs separated.
* Toileting: Dogs receive at least 4 toileting opportunities daily. More are provided to new dogs & puppies.

1. **Transportation**

* Our car provides ventilation & temperature control. Water & toileting opportunities are offered to all dogs who are in our car for over 30 minutes at a time. Dogs are properly restrained during transportation with either a crate, dog guard or harness.

1. Aggressive dogs

* Dogs showing signs of aggression will be isolated from all other dogs for the remainder of their stay and won’t be welcome back.

Ensuring the welfare of all animals:

1. Ensuring suitable accommodation & conditions

* All areas of the premises are safe, secure, hazard free and have adequate levels of lighting & ventilation.
* Dogs can always remove themselves from a direct source of heat.
* The temperature within the premises is always monitored & regulated so it’s between 10°C - 26°C. In the unlikely event of us not being able to keep the premises between 10°C - 26°C the premises will be deemed uninhabitable.
* Sitting & boarding dogs won’t be walked if the outside temperature is 26°C or above. In such an event they’ll be walked early & will have toileting opportunities in our garden throughout the day instead.
* The maximum number of dogs we’ll have on the premises at any one time is 5.

1. **Ensuring animals health & welfare**

* Dogs are always monitored to ensure they feel comfortable in their new environment. New dogs & young dogs are closely monitored, especially during feeding times. When necessary, we'll keep new dogs away from other dogs.
* Dogs are handled safely, in a way that minimizes any pain or distress.

1. **Enrichment**

* Sitting & boarding dogs receive behavioral & environmental enrichment to ensure their wellbeing, consisting of exercise, games, toys, positive human interaction, wellbeing checks and grooming.
* Dogs are always monitored to ensure they feel comfortable in their new environment. Dogs are also checked daily for signs of pain, suffering, injury, disease & abnormal behaviour. This is done by monitoring their food & water consumption, presence/absence of urine & faeces, making sure they're not too hot or cold and inspecting their eyes, nails & coats daily, carrying out grooming when necessary. Any abnormalities or concerns we have will be recorded & acted on.

1. **Preventing escape**

* All main doors are locked overnight & the garage & side gate is kept closed & locked when not in use.
* Dogs are never left alone outdoors or in our car.
* Doors & windows are escape-proof.
* Dogs are placed into another room with the door closed whenever we have to keep our front door open.
* Doors & windows in designated dog rooms are kept closed overnight.

1. **Preventing injury & death**

* All areas of the premises, all dog toys and all equipment we use are checked for potential hazards or faults daily.
* Potentially hazardous items are stored out of the reach of animals.
* Only safe & effective cleaning & disinfectant products are used, and are used, stored & disposed of correctly.
* All electrical & heating appliances, our fire extinguisher, carbon monoxide detector & both smoke alarms are checked weekly for signs of damage and faults.

1. **Preventing & controlling the spread of disease**

* All areas of the premises are regularly inspected & cleaned. Our car is always kept clean. Dog rooms are inspected & cleaned daily as well as between dogs. Grooming equipment is cleaned before use & between dogs.
* Any faeces/soiled items around the house are disposed of & all affected areas are cleaned & disinfected immediately.
* Food given to dogs is hygienically prepared & stored. Bowls are cleaned after each meal & fresh drinking water is always available.
* Dogs’ showing signs of disease will be isolated in their designated room to help prevent the spread. We’ll obtain Veterinarian advice. Decisions regarding their welfare will be made by the Veterinarian. We’ll follow all veterinary advice, either keeping them isolated on the premises or putting them into an isolation facility. We have separate feeding/water bowls, bedding & cleaning utensils for isolating dogs, which are either cleaned & disinfected or disposed of after each use.
* If there’s evidence of external parasites on your dog(s) they’ll be treated. Treatment will be discussed with a veterinary surgeon first. This requires your consent (see the consent section).

**Emergency information:**

1. **In the event of illness or injury**

* We’ll ring you as soon as possible or your emergency contact if we can’t reach you. We’ll obtain Veterinarian advice. Decisions regarding their welfare will be made by the Veterinarian. We’ll follow all advice & instructions given to us.
* Your dog(s) will always be taken to their main veterinarian, which you must provide the details of in the Personal Information form. If the emergency takes place outside of their main veterinarian’s opening hours, they’ll be taken to our out of hours Vet: Emergency VetCare: 101 North Rd, Parkstone, Poole, BH14 0LT, 01202 382843.
* When necessary, your dog(s) might need to be given preventive treatment under the direction of a veterinarian. No preventive treatment can be given to your dog(s) without your consent.

1. **In the event of escape**

* We’ll ring you as soon as possible or your emergency contact if we can’t reach you.We’ll then start a search to try and find them.

1. **In the event of death**

* We’ll ring you as soon as possible or your emergency contact if we can’t reach you. We’ll then inform BCP Council & make arrangements for their body to be stored at their veterinarians until your return.

1. Emergency evacuation plan

* If the premises is deemed uninhabitable, we’ll implement our evacuation plan. Once we’ve ensured a quick & safe evacuation from the premises, dogs will be transported to our emergency contacts house where they’ll be temporarily accommodated & we’ll ring you as soon as possible, or your emergency contact if we can’t reach you.

Consent:

You must consent to all the relevant **essential** terms below by ticking the relevant box. Please ignore any term(s) which aren't relevant to you.

|  |  |
| --- | --- |
| 1. Do you agree to accept liability for any damage and/or medical/veterinary bills incurred by your dog(s)? (**Essential)** |  |
| 1. Do you give us consent to walk your dog outside of the premises? (**Essential)** |  |
| 1. Do you give us consent to treat your dog(s) if they have external parasites **(Essential)** |  |
| 1. Do you give us consent to take your dog(s) to a veterinarian in an emergency? **(Essential)** |  |
| 1. Do you consent to a veterinarian giving your dog(s) preventive treatment if required? **(Essential)** |  |
| 1. Do you give us consent to give your dog(s) their prescribed medication? **(Essential)** |  |
| 1. Do you give us consent to walk your dog(s) outside of the premises with dogs from other households & our resident dog? **(Essential: ignore if you’ve requested a solo walk)** |  |
| 1. Do you consent to us giving your dog(s) the chance to go off lead outside of the premises? ***Note: We will not be held liable in the event of injury, escape or death* (Optional)** |  |
| 1. Do you give us consent to crate your dog(s) during transportation? **(Optional)** |  |
| 1. Do you give us consent to muzzle your dog(s)? **(Optional)** |  |

The following terms only apply to those with sitting or boarding dogs:

|  |  |
| --- | --- |
| 1. Do you consent to the enrichment programme in our Enrichment Policy? **(Essential)** |  |
| 1. Do you consent to your dog(s) being looked after and/or boarded on the same premises as dogs from other households & our resident dog & cat? **(Essential)** |  |
| 1. Do you consent to your dog(s) using our back garden at the same time as dogs from other households? **(Essential)** |  |
| 1. Do you give us consent to crate your dog(s) in the house? **(Optional)** |  |
| 1. Do you give us consent to feed your dog(s) with dogs from other households? **(Optional)** |  |
| 1. Do you give us consent to feed your dog(s) outside of their designated room? **(Optional)** |  |
| 1. *For those with multiple dogs:* Do you consent to your dog’s sharing a designated room? **(Optional)** |  |
| 1. *For those with multiple dogs:* Do you give us consent to feed your dog(s) together during feeding time? **(Optional)** |  |

**By signing & dating below you agree to our terms of service, accepting liability for any damage and/or bills incurred by your dog(s).**

**Name ……………………………………………...............…………..........………..........………..........………......**

**Signature ……………………………………………...............…………..........………..........………..........………**

**Date ……………………………………………...............…………..........………..........………..........………........**