

Sit 'n' Stay Petminding

Terms & Conditions Home Boarding, Day-care and Dog Walking

Home Boarding and Daycare:

- 1) Dogs will only be accepted for home boarding or day-care subject to a successful 'meet and greet'.
- 2) You agree to fully disclose any behavioural characteristics that might make your dog(s) unsuitable for home boarding or day-care including, but not limited to: anti-social behaviour ie, aggression towards humans or other dogs; separation anxiety*; excessive loud barking or whining; health-related issues; incontinence/ lack of housetraining; behaviour of a destructive nature.
- 3) You agree to a trial visit/overnight stay (chargeable at current rates) if there are any concerns that your dog(s) may be unsettled or unable to adjust to new surroundings or separation from their owner.

**Please note that dogs are not allowed upstairs under any circumstances. If they are used to sleeping with you in the same room at night this policy may prove unsuitable for your requirements.*
- 4) Failure to disclose any information about your dog(s) that might render it/them unsuitable for home boarding or day-care will be deemed to be in breach of the agreement made between you and Sit 'n' Stay Petminding.
- 5) At the time of booking, you agree to provide the name and contact details of a trusted relative or friend who could be called upon in your absence should your dog's behaviour prove uncondusive or disruptive to other animals on the premises, the proprietor and/or their neighbours, or pose a risk of injury or distress to the same.
- 6) You agree to provide all food, treats, medication (if applicable), bedding and toys sufficient for the duration of the booking, together with any supplementary instructions regarding routine and welfare not included on the booking form. We strongly recommend that your dog(s) is/are microchipped, but we do require it comes with a secure collar with an identity disc attached, harness (if usually worn for exercise) and a lead. We recommend you also include an item of clothing with a familiar smell that will help your dog(s) settle into unfamiliar surroundings.
- 7) A booking will only be deemed to have been made and confirmed once a completed booking form has been received and the requisite deposit paid (see below).
- 8) We also require a copy of a current vaccination certificate – including kennel cough – for each dog boarding. Under the terms of our home boarding licence, as regulated and enforced by Vale of Glamorgan council, no unvaccinated dogs can be accepted for home boarding or daycare under any circumstances.
- 9) Dogs in season, or due to come into season, cannot be boarded. Should your dog come into season during its stay, your emergency contact (as named on the booking form) will be required to collect your dog and the boarding will be terminated.
- 10) A 50% non-refundable, non-transferable deposit is payable at the time of booking. Balances must be paid in full not less than 28 days before commencement of the stay. Cancellations with less than 28 days notice will require the remaining balance to be paid in full. Refunds of the balance will only be made if *a)* the whole booking period can be filled by another client or *b)* if your pet becomes deceased within that same period.
Please note that should the decision to cancel your booking be beyond your control (ie. cancellation, postponement or rescheduling of your holiday by a third party) the balance is still payable. However, your travel insurance company should be able to assist with meeting cancellation costs for our services. If you require any documentation to support a claim, we will be happy to provide this for you.

Dog Walking, Home Visits:

- 1) We offer dog walking on a one-to-one basis, or a maximum of two dogs from the same family (no pack walks) of 30 minutes or one hour duration, unless the age or mobility of the dog determines otherwise.
- 2) Acceptance of your dog(s) will be dependent upon a prior meeting, together with a trial walk to assess its/their strength and behaviour on the lead if deemed appropriate.
- 3) We strongly recommend that your dog(s) is/are microchipped, but we do require that each comes with a secure collar with an identity disc attached, harness (if usually worn for exercise) and a lead.
- 4) A cancellation notice period of 7 days is required for regular bookings.
- 5) Any cancellations due to owners working from home, and therefore not requiring our services will be charged a retainer of 50% of the weekly fee to secure future slots.
- 6) Home visits for puppies, dogs who are elderly or have mobility issues, or unavoidably left alone for extended periods, are by arrangement. The duration and frequency of each visit will be agreed when meeting the dog(s) in its/their home surroundings. We recommend that dogs are not left unattended for more than four hours at a time or at any time overnight.

Emergency contact details:

Should you find yourself in a position where your return home from holiday, business trip or workplace is delayed, please ensure that the emergency contact details we ask you to provide are up-to-date, and that your contact is aware and prepared to have your dog(s) in the event of an emergency or delay.

We will endeavour to keep your dog if you are delayed, but due to licensing conditions, we may not have adequate capacity to do so, and as a last resort, if your emergency contact were unable or unwilling to step in, we might need to consider using local kennels or an alternative registered and approved* petminder.

Any such arrangements would only be put in place once we received your permission.

We also offer home visits for cats and small pets. Such services will continue as normal if you are delayed, but any additional expenses (food, litter etc) will be charged at cost, together with a pro-rata charge for each additional visit.

Accepted by: (Client signature)

Date:

**An 'approved petminder' is one that is licensed by their local authority.*

2024

Sit 'n' Stay Petminding

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