



Professionalism with love and kindness

Our Frequently Asked Questions

What are the cancellation fees?

We won't charge a cancellation fee if you cancel your service before 5pm, 2 days before your dog is booked in. After which the cancellation fee is the full cost of the service you required.

What happens if I am late picking up my dog?

We charge a late pick up fee of £5 for each hour.

Are you insured to walk my dog?

Yes, we are fully insured to professionally care and look after all dogs. Our insurance also covers all public liability, day-care, control of dogs, custody and boarding.

What is the maximum number of dogs you have at any one time?

I will only have a maximum of 4 dogs. My licence covers me for 4 dogs in my care at any one time.

Do you walk dogs off lead?

We only walk a dog off lead if you provide express permission in writing, and after we are satisfied that this is safe e.g. once we have got to know your dog. We will also only allow a dog off lead in a quiet and safe open space.

Can I bring my dog to visit prior to first booking?

Yes, in fact we insist on it - before taking on any dog, we will meet you and your dog personally. We find it best for you to come to my home so we can show you where your dog will be staying, and ideally, the opportunity to meet some of the dogs your dog will soon be friends with!

Do you know how my dog will get on with other dogs in your care?

We only accept sociable dogs. We determine the behaviour and personality of your dog when conducting the initial assessment. Due to our strict process, it is unlikely that your dog will have any fall outs.

Where will my dog stay?

Your dog will be staying in my own home, and able to enjoy the luxuries of home life. I always aim to ensure your dog will enjoy a truly 'home from home' stay with me with lots of love, play and cuddles.

Does my dog have to have a regular booking?

No, we have dogs that visit daily and others that visit once or twice a week, or just occasionally. We do encourage owners to book their dogs in at least once a week to maintain familiarity.

Do you accept puppies?

Yes, they are welcome to attend from 14 weeks old, or once house trained and fully vaccinated, and wormed. Their days are structured to balance play and rest time because the puppies are still developing but they will benefit greatly from the socialization and training exercises. They will need to be spayed/neutered by 12 months old in order to continue to come.

Does my dog need to be neutered/spayed?

Yes, ALL dogs must be neutered/spayed from 12 months old onwards, I can not make exceptions.

Do you train dogs?

I do not train dogs, but encourage the principles of sit, stay, leave, and return on call. Many owners notice significant improvements in their dog's behaviour because of the constant interaction with humans and other dogs.

Are you able to give my dog medication?

Yes I can administer medication which is provided on veterinary advice. I will need to be provided with information from your vet, including what the treatment is for, dosage, frequency and duration.

Are you qualified?

Yes, both my husband and I are fully trained dog first aiders. We are both trained in the National Welfare Dog Code of Practice. I also have a Professional Canine Behaviour Qualification. I also have Health and Safety qualifications. Please do ask if you would like to see our certificates. We are constantly reviewing our training and updating as required.

Are you licenced?

Yes, we have a 4-star rating from Mole Valley District Council: Animal Licence number: 059770.

What happens in an emergency?

We will always call you immediately should any situation arise while your dog is in our care. Once the situation is assessed, if deemed urgent, we will take your dog to the local veterinary practice or your nominated vets. All your dog's veterinary details are required on induction, and medication they may need. We are also registered with vets, and have isolation facilities in the event of any concerns of infection whilst waiting for collection.

My husband is also fully qualified, licenced and insured to take over from me in the event of any emergency or unexpected event e.g. if I need to take a dog to the vet. We have a full set of procedures in place which sets out our plans in event of any emergency.

We have a full fire risk assessment, which is review annually, together with electrical and gas safety certification for the property. You are very welcome to review our emergency procedures and certifications on your next visit.

What information do you need from me to make a booking?

We use **Pet Sitter Plus** software which provides a fully automated booking system, it also enables you to record for us vital information such as vaccination records, medical details, your dog's temperament/ likes/ dislikes, age etc, which we need prior to the first booking.

We do recommend you download the app onto your phone. That way you can see when your dog is booked in and all the information we hold about your dog. You can update your records yourself if anything changes - and this flags up to us there has been a change in your dog's needs. The software also includes a billing system to enable you to see and pay your account.

Please feel free to get in touch if you have any further questions:

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