



Terms and Conditions: Davies Doggy Day Care

It is important prior to registering your dog that you have read and understood all of the following terms and conditions. Please do phone to discuss any further questions with us prior to booking.

The following terms and conditions refer to your use and booking with Davies Doggy Day Care, which includes, but is not limited to the use of our home and garden. They are to ensure the safety of you and your dog/s whilst visiting with us:

1. Registration and client agreement:

- a) All clients must register on our online booking system Pet-Sitter Plus.
- b) Prior to first booking, you agree to come to our home and bring your dog/s for an initial assessment, during which you will be asked to confirm that you have read and agreed to the following terms and conditions:
 2. See below for payment and booking requirements.
 3. You are responsible for supplying a suitable secure fitted dog collar and lead for your dog. Your dog must be put on said lead before exiting your vehicle and must remain so throughout the handover. This is a residential area so please be considerate of our neighbours when delivering and collecting your dog.
 4. You must inform us of any aggressive behaviour your dog has shown towards people or other dogs. Including incidents that may occur after enrolment, you should contact us prior to future bookings to inform us of changes to your dog's behaviour and character. We cannot accept dogs with extreme or unpredictable behavioural problems.

5. Davies Doggy Day Care may terminate a service arrangement immediately if it is thought that your dog has behaved extremely badly or aggressively towards people, other pets or property. You will be liable if as per 4) above you have not notified us and your pet unreasonably injures a third party or any Davies Doggy Day Care staff.
6. By using Davies Doggy Day Care, you acknowledge and understand that there are certain risks involved in participating in dog day care and boarding and in caring for, handling and being in the presence of dogs, including but not limited to injuries to people, property and animals resulting from dog fights, dog bites to humans or other dogs and the transmission of disease.
7. We reserve the right to terminate or postpone your service if you frequently fail to adhere to agreed timings.
8. **We cannot accept unneutered dogs / unspayed bitches from age 12 months onwards.**
9. It is necessary for all dogs that wish to attend day care or home boarding to have a trial period / assessment with us. All dogs that attend must be goodnatured, unaggressive, sociable, and have a level of basic training. We reserve the right to refuse to take a dog with no explanation.
10. **Before attending all dogs must be vaccinated against the following: Distemper, Hepatitis, Parvo-virus, Parra influenza, Leptospirosis, Parasites and Infectious tracheobronchitis. Proof of current vaccinations will need to be provided prior to service starting.**
11. **Your dog must also be treated with a veterinary approved topical flea and worm treatment; we may ask for proof of this & dates of application.**
12. When you register please upload a copy of your dog's vaccination records to your online profile on our booking software. We will also expect to know the details of your local veterinary surgery where your pet is registered. We reserve the right to request proof of vaccinations at any time.
13. **In the event your dog becomes ill, we will make every effort to contact you or your nominated contact. However, if we are unable to contact you, or if the situation is deemed time critical, your dog's**

interests will become paramount and we will take your pet to our registered veterinary surgery for treatment. Any treatment given will be at the discretion of the vet, and payment will be your responsibility.

14. Should any dog show aggressive tendencies to people or other dogs, or become uncontrollable, you or your nominated emergency contact will be informed by phone in order to rectify the problem immediately and remove the dog. We have a zero-tolerance policy when it comes to aggressive behaviour for people and dogs!
15. You accept that should we deem it necessary; we may muzzle or crate your pet.
16. You agree to be responsible for any additional charges, including but not limited to, payment for damage caused, vet fees and any additional food required. These charges must be paid on collection of the dog.
17. Photography: During your dog's stay they may be photographed, and these images may be used on the Davies Doggy Day Care website, social media outlets and printed literature.
18. All photos taken remain the property of Davies Doggy Day Care, but we are happy to share images on request.
19. Whilst we are fully insured for our actions, you, the client, will indemnify Davies Doggy Day Care against any claims for loss or injury caused to either Davies Doggy Day Care property or other clients' dogs which are caused by your pet or as a result of breach of these terms and conditions, negligence or otherwise.
20. You recognise the risks associated with Davies Doggy Day Care transporting your dog to and from the property, to a vet or on any other walks or days out and you expressly relinquish any and all claims against representatives.
21. We accept no responsibility for damaged or lost collars, harnesses or accessories.
22. Do not bring your dog if they are sick, or have had recent surgery, or you suspect they may be unwell. Your dog will not be allowed to attend if he/she is showing any signs of illness or infection such as: coughing, skin

infections, parasite infections, sickness, diarrhoea, mucous discharge from eyes, ears, nose or genitalia.

23 Whilst every effort has been made to ensure our home and garden are completely secure, we cannot make any guarantees that your dog/s will not escape.

Day Care and Boarding Payment and Cancellation Policy

1. Boarding bookings 3days/nights must be paid for 50% on booking and balance payable 2 weeks prior to commencement of stay; we can only hold a booking for 24 hours. All other short-term boarding to be paid for in full on booking.
2. Regular Day Care will be paid weekly in arrears within 7 days of invoice.
3. For non-regular day-care / one off bookings will not be confirmed until the payment is made full; we can only hold a booking for 24 hours.
4. Payments are to be made via our online software system, following invoice with details of bank transfer arrangements, within 7 days.
5. If you collect your dog before the confirmed end date and time of their stay you will not receive a refund or partial refund.
6. By paying your balance you are confirming your booking and that you are entering a legal contract with Davies Doggy Day Care subject to these Terms and Conditions.