

## DAYCARE

## TERMS AND CONDITIONS



### General

1. Clients will be deemed to have accepted Pure Pet Passion terms and conditions (as laid out here) on signature of this document.
2. Dogs must be brought to the house and picked up at the times agreed. If the dogs are brought later or picked up earlier than agreed the prices will not change.
3. All dogs **must wear a collar and tag** with the telephone number of the owner engraved upon it.
4. You agree to supply your dog's **food** (including treats, if appropriate) if required, in addition to **food bowl, favourite toys, bedding and exercise lead**. Pure Pet Passion is not held liable for any injury or any damage caused or incurred by the clients dog escaping due to a faulty collar/lead.
5. Pure Pet Passion must be informed if your dog does or has EVER used a **muzzle** and this should be made available for use at our discretion.
6. Any dog requiring grooming should also be provided with appropriate grooming equipment.
7. Your dog may be **unsuitable** for doggy day care if it has behavioural problems or anti-social behaviour including aggression, separation anxiety, tendency to run away or escape the house, lack of housetraining, destructive behaviour inside or outside the home, or excessive loud barking/whining.
8. I reserve the right at any time to withdraw from a booking for an unsprayed bitch. If there is a risk of your dog coming into season during her board you must advise us of this.
9. In an **emergency**, a nominated vet's details will be recorded in a **Veterinary Release Form** and they will be contacted if I am unable to communicate with the owner.
10. The client is responsible for any **veterinary bills**, no matter how they are incurred, whilst pets are in the care of Pure Pet Passion.
11. It shall be the clients' responsibility to ensure Pure Pet Passion is fully aware of any health issues the pet is experiencing, or has suffered in the past. Pure Pet Passion will administrate any **medication** required.
12. Where possible walks are carried out in forest and parkland where dogs can be safely walked off the lead, only after an **Off Lead Form** has been signed.
13. All dogs must be **fully vaccinated** and be on regular **flea and worm control** treatment. They must also have all permits and necessary licenses.

14. Clients must inform Pure Pet Passion if their dogs contract any infectious condition (e.g. Kennel cough, conjunctivitis).
15. The client will indemnify Pure Pet Passion against any **damage or injury** caused by the pet towards any property, person or other animal, but is not limited to veterinary, medical and legal fees.

## **Insurance**

Pure Pet Passion has comprehensive insurance covering public liability, loss/theft of keys, vet fees and loss or straying, however we advise all clients to have their pets insured.

Our insurance (Petplan Sanctuary) covers us for:

- £5 million - Public Liability which will cover injury and damage to third parties and their properties.
- £3.000 - Vets fees in respect to injury to animals in our custody and control, this does not cover pre-existing conditions. Also cover for the loss or straying if animals in my custody.
- £10.000 - Cover for replacement of your client's keys in connection with your business following a loss or theft.

## **Bookings**

1. Pure Pet Passion will not confirm any booking until there has been a **meet and greet** with the owner who must disclose any behavioural or medical condition. This would include any of the conditions mention in point 6.
2. Bookings may be accepted up to 24 hours before service begins but will be subject to availability.
3. A **25% non-refundable deposit** will be requested upon booking. This can be just for one day or a weekly booking.

## **Cancellation**

Cancellation or changes of the services by the client must be made at least **24 hours before** the agreed commencement time. Failure to do so will result in 100% of the rate being charged.

## **Payment**

1. Payment can be made after picking up the dog or on a weekly basis if the service is required regularly.
2. You can pay by the following methods: cash, cheque or bank transfer.
3. Payments should be paid within 7 days after the service. After this period interest may be added.

**Data protection**

Pure Pet Passion shall not use or pass information to a third party. All information relating to the client, their property and pet(s) will be stored in accordance with the data Protection Act 1998.

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