

# Harley's Home Boarding for Dogs

## Terms and Conditions

**Please read and sign to say you agree to the terms and conditions set by Harley's Home Boarding for Dogs.**

### Policies and Procedures

#### 1. Booking

- 1.1 On receipt of a satisfactory, completed booking form, together with a copy of the requested up-to-date vaccination card(s), we will contact you to confirm your booking. Until the booking confirmation from us is received, your booking is not confirmed.
- 1.2 All services are charged at an overnight rate of £24 (max 24hr). Additional hours beyond the period of stay are charged at £1 per hour.
- 1.3 Bank Holidays, Christmas, New Year and Easter may incur additional fees, which you will be advised of at the time of booking.
- 1.4 Any dogs boarded with Harley's Home Boarding for Dogs will stay as part of our own family in our own home and will enjoy all the home comforts as we do. Please note, Harley's Home Boarding for Dogs have one resident dog. **By boarding your dog(s) with Harley's Home Boarding for Dogs, you consent for your dog to be boarded together with ours.** All dogs will be fully supervised and boarding dogs **will be separated** should they need to be left unattended for a short period of time, during meal times etc. Please note, Harley's Home Boarding for Dogs have two resident cats. **By boarding your dog(s) with Harley's Home Boarding for Dogs, you consent for your dog to be in the same setting as two domestic cats.**
- 1.5 Boarding numbers are strictly limited as per the licence. We only accept one dog or two from the same family so your dog(s) will only be boarded with our resident dog and no others.
- 1.6 A mandatory 'Meet and Greet Session' is required prior to boarding to meet our resident dog who he/she will be staying with whilst in our care. Harley's Home Boarding for Dogs will contact you on acceptance of your booking to arrange a time and date (at no additional cost).
- 1.7 All bookings must be made at least 7 days before the arrival date.
- 1.8 We do not accept dogs or bitches that have not been neutered/spayed (unless puppies).
- 1.9 We do not accept dogs registered under the Dangerous Dogs Act 1991.

- 1.10 We do not accept dog hybrids registered under the Dangerous Wild Animals Act 1976 (e.g. Wolf Hybrids).
- 1.11 We do not accept puppies under the age of 6 months old.

## **2. Cancellations**

- 2.1 In the event of cancellations that are notified to us **14 days prior to the start of the booking period**, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 75% payment for services.
- 2.3 All bookings cancelled within 48 hours will be payable in full.
- 2.4 If Harley's Home Boarding for Dogs cannot provide the service agreed (in extreme circumstances), we will endeavour to give at least 7 days notice and any monies paid will be refunded or held over if appropriate.

## **3. Aggressive Animals**

- 3.1 Harley's Home Boarding for Dogs will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc.) if the client's dog(s) should bite another animal.
- 3.3 The Client agrees that on booking services for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact Harley's Home Boarding for Dogs as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4 We will not board unruly dogs.
- 3.5 If the client's dog(s), whilst being boarded, shows aggressive tendencies towards Harley's Home Boarding for dogs or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that he/she be placed either with the **emergency contact** or in a boarding kennel, until the client returns, and this will be subject to a transfer charge.

## **4. Updates**

- 4.1 Please inform us of any changes regarding your contact numbers, your dog's care needs, your emergency contact details and other pertinent information.

## **5. Unforeseen Purchases**

- 5.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, or other necessary items that contribute to the health and wellbeing of your pet, Harley's Home Boarding for Dogs will purchase these, retain a receipt and the Client is responsible for reimbursement of these items on their return.

## **6. Privacy Policy**

- 6.1 All of our records will be stored in compliance with the General Data Protection Regulation (GDPR). Personal information will be kept private and confidential and solely in relation to the services Harley's Home Boarding for Dogs have been requested to provide. If requested, your data will be made available to the Local Licencing Authority for us to comply with our Licence Conditions.
- 6.2 Harley's Home Boarding for Dogs highly respects our clients' entrusting us with the care of their dogs.
- 6.3 Harley's Home Boarding for Dogs will only post videos or photos of the dogs in its care in support of its business activities via social media business pages or its website when consent to do so has been given by the client.

## **7. Insurance**

- 7.1 Harley's Home Boarding for Dogs has valid public liability insurance, for the peace of mind of its clients. All reasonable care is taken to ensure the highest standards of care are provided.
- 7.2 Harley's Home Boarding for Dogs is insured with Pet Plan Sanctuary to provide dog walking and home boarding. A copy of the policy is on display at the premises and we welcome you to read the policy provisions whilst attending the familiarisation session.
- 7.3 Harley's Home Boarding for Dogs highly recommends that you purchase your own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen.

## **8. Medication/Vaccinations/Immunisations**

- 8.1 Harley's Home Boarding for Dogs will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result. Any medications required to be given will be documented on a separate sheet to the booking.
- 8.2 Under no circumstances will Harley's Home Boarding for Dogs board any pet that has any form of active contagious illness.

- 8.3 **We require a copy of a valid up-to-date vaccination certificate prior to boarding. There are no exceptions to this requirement. If a copy has not been emailed to us, please bring your card(s) to the meet and greet.**
- 8.4 It is a requirement of Harley's Home Boarding for Dogs that all dogs have their annual vaccinations against Distemper, Hepatitis, Parvovirus, Para Influenza, Leptospirosis and Intra. It is also a requirement of Harley's Home Boarding for Dogs that all dogs have their Kennel Cough Vaccination at least 14 days prior to arrival and proof of the vaccination will need to be seen.
- 8.5 If Harley's Home Boarding for Dogs (or any member of the household, including the family dog / cats) is bitten or exposed to any disease or ailment received from the client's dog(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
- 8.6 Should a flea infestation be observed on a boarding dog, **the client consents to Harley's Home Boarding for Dogs to treat the infestation as deemed necessary after discussion with your dog's veterinary or Hook Norton Vets at Deddington. Please ensure your dog is fully flea treated and wormed before boarding. Any costs associated with treatment will be payable by you on collection.**

## **9. Collars/Leads**

- 9.1 Please provide secure collars/harnesses and leads for all visits.
- 9.2 On arrival, any ID tags will be replaced with those of Harley's Home Boarding for Dogs, detailing the name, address and phone number of the business and be taken off on collection of your dog and replaced with the original ID tags.

## **10. Exercise, wellbeing and enrichment**

- 10.1 All boarding dogs will accompany Harley's Home Boarding for Dogs on the daily walking route as part of their exercise plan (a copy of which will be shown to you on your Meet and Greet). The walking route will typically be around 2-3 walks totally 2-3 hours a day. By signing these Terms and Conditions, **you consent to your dog being exercised off site and on lead.** If your dog needs limited exercise or alternative forms of exercise, please let us know clearly on the booking form and at the Meet and Greet session so suitable alternative arrangements can be made and the exercise plan amended to suit the needs of your dog.
- 10.2 **Separate consent on the booking form is needed if you consent and require your dog to be exercised off lead. If Harley's Home Boarding for Dogs believes your dog is not safe or not satisfactorily responding to recall, your dog will be walked on a lead only.** You agree that if you instruct Harley's Home Boarding for Dogs to exercise your dog off the lead you accept full liability for any loss or damage caused as a result of your dog being off the lead. In the event that your dog attacks a person or a dog or in the event that he/she is involved in a fight with another dog/person causing any

damage or injury, you agree to be responsible for any losses incurred including payment of veterinary fees or any medical treatment required.

- 10.3 **Enrichment activities take place for all boarding dogs and by signing this agreement you consent to us undertaking these activities**, unless we are specifically requested not to due to medical reasons, etc. Enrichment takes the form of play time (typically using soft toys, balls, fetch, frisbee and seek out), scatter feeding around the house and garden, snuffle mats, treat balls, stuffed Kongs and tunnels to explore together with socialisation with our resident dog. Enrichment is under full supervision and will happen on an individual basis should any signs of possession or stress occur.
- 10.4 **You consent to your dog sharing our outside area with our resident dog for play and enrichment sessions (under full supervision).**
- 10.5 **You consent that dogs from the same family will be kept together unless we are notified to the contrary.**
- 10.6 Dogs will be brushed regularly to avoid fur matting and to keep them clean and comfortable during their stay and allow us to check for any problems. However, please note Harley's Home Boarding for Dogs are not dog groomers and do not offer a grooming service.
- 10.7 Should your dog become sick/injured or subject to any infectious disease we will seek immediate advice from your Vet. **Should your vet be unavailable, or in case of an emergency situation, you consent for us to seek treatment at Harley's Home Boarding for Dogs regular vets (Hook Norton Vets at Deddington).**
- 10.8 Any dogs which require emergency isolation due to contagious (or suspected contagious) disease will primarily be isolated from the other dogs in their designated room and will be required to be collected by their owner or emergency contact as soon as possible. If this is not possible, your dog will be transferred to Hook Norton Veterinary Group who provide insolation services for us in support of the business. Any costs associated with isolation will need to be settled in full by the owner on collection of the dog from the Veterinary.
- 10.9 **You consent to your dog using a crate if it is crate trained and this already forms part of your dog's usual routine.** Crates will not be used for any dog which is not already crate trained. If you wish for your dog to use a crate, you will need to provide one.

## **11. Emergency Contact**

- 11.1 Emergency contact details must be provided on your booking form should a situation with your dog arise and you are unavailable.

- 11.2 The emergency contact **needs to be an independent person** (i.e. if you are on holiday they are not one of your holiday party) and you have authorised them to make a decision on your behalf if you are uncontactable.
- 11.3 Emergency contacts may be used in situations as noted in 3.5, 10.6 and 10.7 above and they must be able to either collect your dog or agree that alternative boarding arrangements can be made (i.e. a local kennel facility) if the need arises. Any costs associated with alternative arrangements should the emergency contact be unable to collect/board your dog will be at your expense.

## **12. Changes to return date**

- 12.1 Harley's Home Boarding for Dogs carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early collections.
- 12.2 In the event that the client is delayed on return, they must inform Harley's Home Boarding for Dogs immediately, and we will use our best endeavours to make arrangements for continued cover.
- 12.3 We ask all clients to please keep to dropping off and collection times, unless notified in advance. This greatly assists us with reintroducing your dog(s) to our resident dog in a calm and controlled manner.

## **13. Payment**

- 13.1 Harley's Home Boarding for Dogs accepts PayPal/cash/bank transfer/card payments. Please let us know if you wish to pay via bank transfer and we will provide our banking information.
- 13.2 A **50% deposit of the total sum due** will be requested once your booking has been confirmed by us.
- 13.3 The **remaining balance is due on or before the arrival date.**
- 13.4 Where services are required long term, the client may make payments monthly.
- 13.5 Where payment is not received in accordance with these terms and conditions of business, Harley Home Boarding for Dogs reserves the right not to proceed with any previously agreed arrangements.
- 13.6 Should Harley's Home Boarding for Dogs or the Client decide after the Meet and Greet Session that they, with a valid reason, wish not to proceed with a booking, the 50% deposit will be fully refunded.

**14. Liability**

14.1 Harley's Home Boarding for Dogs shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond Harley's Home Boarding for Dog's reasonable control.

I, \_\_\_\_\_, have read, understood and agree to the policies and guidelines of Harley's Home Boarding for Dogs. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Harley's Home Boarding for Dogs.

Name (printed): \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_