

# Doggy Base Terms and Conditions

All terms and conditions within this agreement shall be legally binding, in conjunction with the Doggy Base Operating Manual.

## Reservation and Payment

An online booking system is available to all our customers, once booked in you will receive a confirmation email. Should you not have access to the internet, phone reservations can be taken. We do not accept any walk-ins, please note that we have the right to turn away any dog at our discretion.

All payments are to be made upon booking, this is to ensure the safety of all the dogs in our care, no dogs will be admitted until payment has been made.

## Approval Process

Before any dog commences day care, they must be assessed on site to ensure they are suitable for the day care environment and to identify any behavioural issues.

Due to the site's layout, we are unable to accept dogs that are known to jump higher than 5ft. Please note, day care is not suitable for every dog and if deemed necessary, we will discuss further options with the owner if the dog/s become stressed, anxious or nervous, which may result in the dog/s no longer being able to attend day care if this is in the dog/s best interest. There will be continued monitoring of all dog/s that attend day care, if any behavioural issues arise, the owner will be informed.

Doggy Base recommends that your dog/s attend day care at least once a week. We also suggest this is the same day/s each week to allow a routine for your dog/s. Dogs thrive on routine and if they miss attending the day care for several weeks, the whole introductory process starts again for them. This may become very stressful for your dog/s.

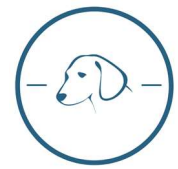
All dogs are required to enter and exit the facility on a lead, this is for the safety of pets, staff and customers.

It is the owners responsibility to ensure their dog wears a suitable collar for their breed and that is not going to cause an issue for the dog. We recommend quick release collars that are easy to remove and they must wear an ID tag as per The Control of Dogs Order 1992:

***'every dog while in a highway or in a place of public resort shall wear a collar with the name and address of the owner inscribed on the collar or on a plate or badge attached to it.'***

## Dog/s

You, the owner, agree to provide full, honest detailed information in the booking form about your dog/s. During your continued use of Doggy Base services, you agree to keep us informed of any changes to your dog/s health and well-being, including but not limited to any behavioural changes, operations/injuries and health issues. Failure to inform us of these changes may result in your dog no longer being able to attend day care.



You, the owner, agree to keep your dog/s vaccinations fully up to date including Kennel Cough. You must provide proof of vaccinations including flea and worming prior to your dog/s being accepted for day care along with evidence of booster vaccinations/ treatments thereafter. The primary course of vaccinations must be completed a minimum of 2 weeks before the dog can start at daycare. The dog/s must be treated for fleas and worms throughout the continued use of Doggy Base services. Doggy Base has the right to separate your dog from the other dogs if suspected to have fleas or worms and the owner will be informed in order to collect the dog immediately.

Doggy Base will not accept dogs with any form of aggression problems towards other dogs or humans. Doggy Base are subject to the terms of the Dangerous Dog Act 1991. Doggy Base will not accept banned breeds; Pit Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiro.

Doggy Base will accept bookings for un-spayed bitches, however, if you believe your dog is due in season, we cannot accept their bookings during this time. If we believe she is in season when attending day care, we have the right to separate her from the rest of the dogs and request the owner collect her. We will make every effort to protect her from male attention but cannot be held responsible for any accidents that may occur which may result in an unwanted pregnancy.

Doggy Base will accept bookings for intact males, however, if the dog/s show signs of aggression or hormonal imbalance, we will recommend you consult with your dog/s veterinarian. If undesirable behaviour continues, Doggy Base have the right to refuse day care for the dog/s.

If your dog/s require feeding, you the owner must provide them with their regular food. We do not recommend your dog/s attend day care with food unless necessary such as puppies or adult dogs that require this for health reasons. We will not store any of their food on the premises, therefore, food must be provided daily in a suitable container marked with their name along with any specific feeding instructions. A feeding schedule must be completed.

## **Doggy Base**

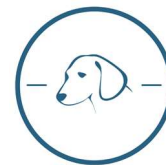
As part of Doggy Base routines, we supply your dog/s with grooming, socialisation and play. Your dog/s will receive appropriate toys and feeding enrichments. The owner provides their consent for the use of these by Doggy Base and acknowledges that it is the owners responsibility to inform Doggy Base of any food allergies, intolerances or veterinary advice to not receive enrichment.

Doggy Base will care for your dog and make every effort to keep your dog safe, exercised and loved. Doggy Base cannot be liable for loss, injury or death within our facilities or surrounding area whilst in our care.

If the pet shall in any form become ill or if the state of the animals health otherwise requires attention, Doggy Base, at its sole discretion, is authorised to engage the services of the preferred veterinarian to Doggy Base. We will make every effort to contact the owner and discuss the needs of the dog. All veterinarian fees are at the owners expense and we request that the owner is present for the veterinary visit.

Doggy Base will inform the owner of any injuries/ health issues or behavioural issues experienced at day care and will endeavour to assist to the best of our abilities. Doggy Base will not be held responsible for any incidences or illnesses occurring on site such as, but not limited to, scratches, bites, allergic reactions, intestinal infections, eye infections, fleas, ticks etc.

Doggy Base will provide general grooming for your dog/s whilst in our care. This can include, but is not limited to, bathing, brushing, drying, removal of ticks etc. This is part of the care Doggy Base provide and



is not charged at an additional fee. This is not the same as your dog/s receiving a groom from a grooming professional.

Doggy Base have the right to refuse admission of any dogs that are not fit for day care in any form and can, with immediate effect, give notice to end this contract within reason, providing the owner with as much notice as possible.

Doggy Base will endeavour to supply day care throughout the year unless in the holiday periods as noted or where there are extreme weather conditions, such as wind, rain, snow or ice resulting in extremely hazardous road conditions resulting in business closures to offices, etc.

Should this be the case and we need to cancel, we will endeavour to contact all pre-booked dogs scheduled for the day via text and will also put a note on our various social medial pages. Please check before attending should the above be of concern.

All photos and videos of the dogs, staff or clients may be used on the website, social media and/or in other marketing material. You, the owner, consent to our use of your dogs image, likeness and name in such marketing materials. All photos and videos are the sole property of Doggy Base.

## **Cancellation**

We ask all customers who have made a reservation that they are no longer able to attend, to provide no less than 24 hours notice prior to arrival. Doggy Base reserves the right to retain fees paid upon booking should notice not be received prior to the 24 hour notice period.

## **Owner**

The Owner will pay all costs and charges for services requested from our preferred veterinarian. Updated vaccination records must be provided from the owners vet before the day care start date. The owner represents that the pet has not been exposed to rabies or distemper or any other contagious disease or condition within 30 days prior to day care.

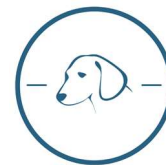
The owner specifically represents that they lawfully own the dog/s listed in this day care agreement to the best of their knowledge.

The owner agrees to provide their dog/s with suitable attire in extreme weather conditions. You must supply your dog with sufficient clothing for wet, cold and hot conditions.

The owner will be held solely responsible for any and all acts of behaviour including aggression that takes place during their time at Doggy Base. If your dog attacks or is involved in a fight with another dog or human and causes injury to that dog or human, you will be responsible for any losses incurred as a result, including but not limited to, payment of veterinary fess in respect of injuries to another animal caused by your dog. We recommend insuring your dog/s against sickness, accident or injury and for third party liability prior to booking.

The owner acknowledge that a dog/s natural way of engaging and playing with other dogs can be with their teeth and claws. Owners also acknowledge that any dog can react in an unpredictable manor and are aware of the risks involved with such play and assume all risks associated with this.

Dogs can sometimes receive the following injuries during group play, puncture wounds, broken nails, cuts & scratches, sprains etc. Doggy Base employees will make every attempt to provide a safe, healthy environment for the dog/s, however, Doggy Base and its employees will not be responsible for any bites or injuries as a result of dog play.



Doggy Base employees will check over your dog/s regularly throughout the day to attempt to identify any injuries however this can sometimes be missed or the dog may not be displaying any signs until later in the day once home. We ask the owner to check their dog/s regularly to ensure that even if a small puncture wound or scratch is missed, that it is treated to prevent any infections etc. occurring. It is then the owners responsibility to provide treatment for the dog/s.

In order for the day care setting to remain a safe environment, all of our carers are able to identify abnormalities and certain behaviours in dog/s such as anxiousness, fear about contact, stress and aggression. Any changes to your dog/s behaviour will be monitored, recorded and acted upon. Your dog/s may be removed from the general day care setting if they display any of these signs and the owner will be informed of this. If deemed necessary, and the dog is a risk to other dogs and/or humans, Doggy Base has the right to refuse the dog/s into the day care.

The owner confirms that should your dog/s behaviour become uncontrollable, destructive or unreasonable, you accept that the dog will be separated from all other dogs and you, the owner, will be requested to pick up the dog as soon as reasonably possible.

If you require somebody else to collect your dog/s from day care, you must provide Doggy Base with the name and relationship status to yourself before collection, preferably upon drop-off. They must produce ID when collecting your dog.

In case of emergency, should the dog/s become ill during their time at Doggy Base, you, the owner, agree to your dog/s being taken to the emergency veterinary practice, Meopham Veterinary Hospital.

The owner agrees that if the dog/s are not collected before closing hours, your dog/s will be taken back to an employees home for care. Additional fees will be incurred for the inconvenience and it will be the responsibility of the owner to collect the dog/s from the specific location.

The owner, agrees that if the dog/s are not collected after 2 weeks and every attempt has been made by Doggy Base to contact you and your emergency contact without success, your dog/s will be put up for re-homing. Doggy Base will not be held liable for this and no recourse can be taken against us.

The owner understands that the dog/s shall not leave the day care facilities until all fess and charges are satisfied in full.

You provide specific consent and authorise the following:

- Doggy Base to seek veterinary advice and treatment for their dog should the need arise
- To allow a dog access to a crate for resting, sleeping, eating, isolation purposes
- Doggy Base to provide medical history held on file for the dog to Meopham Veterinary Hospital
- Doggy Base to make decisions about such treatment on the owners behalf, and expense, in the event that it is not possible to obtain your approval immediately, with numerous attempts made to get in touch with you, the owner, and emergency contact, via the details provided

I have fully read and understood the terms and conditions stated above.

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

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