

7 Westerby Court  
South Kelsey  
Market Rasen  
Lincs LN7 6GB  
t: 01652 235052



## Happy Hounds Home Boarding - Information

At Happy Hounds Home Boarding, we want to make sure that your dog feels right at home when staying with us. To help make sure that your dog's stay is a real home-from-home experience, you will need to read and complete the following documents:

- Key contact information (in case we need to contact you, in an emergency)
- Home boarding booking form (this helps us to understand your dog's needs)
- Terms and conditions of booking (for you to keep)

Please complete the questionnaire as fully as possible. The information you provide will help ensure that your dog receives the best care possible whilst you are away.

Once you've completed the forms, please email them to: [boarding@happyhoundstraining.co.uk](mailto:boarding@happyhoundstraining.co.uk) or post them to the address above.

## What to expect

Before any boarders are accepted, an initial socialisation meeting (with you and your dog/s) is required. This meeting will take place at Happy Hounds Home Boarding and will allow me to assess your dog(s) and see how they get on with my dogs. The meeting is informal and involves a short group walk, to introduce the dogs, followed by a chat over tea and coffee back at the home.

As your dog(s) will be staying in a family home, with two sociable family dogs and a (very dog savvy) cat\*, it is important that they do not exhibit aggressive behaviour towards other dogs or humans. I do not accept any aggressive dogs and reserve the right to refuse boarding if your dog shows any aggression towards other animals, or humans.

Your dog(s) must be comfortable being left alone with my dogs (**NB:** This will be no longer than 3 hours). You are welcome to bring your dog's familiar or favourite items, such as bedding, crate, toys and treats, as this will make their stay more comfortable.

If you have any questions or concerns, do call me on: 01652 235052 or email: [boarding@happyhoundstraining.co.uk](mailto:boarding@happyhoundstraining.co.uk)

Kind regards

*Susan*

**Susan McKeon BSc (Hons), APDT, UK (01157)**



## Contact information

Your Details			
<b>Name:</b> Mr/Mrs/Miss	<b>First name:</b>		
	<b>Surname:</b>		
<b>Address:</b>			
		<b>Postcode:</b>	
<b>Email address:</b>			
<b>Home tel n°:</b>		<b>Work tel n°:</b>	
<b>Mobile tel n°:</b>			

Emergency Contact Details			
<b>Name</b>		<b>Tel n°:</b>	
<b>Relationship to owner</b>		<b>Mobile n°</b>	

Veterinary Contact Details			
<b>Name &amp; address of veterinary practice</b>			
		<b>Tel n°:</b>	



## Booking Form Home Boarding/Day Care

Arrival/Collection Times			
Arrival day:		Collection day	
Arrival date:		Collection date:	
Time:		Time:	

Your Dog's Information			
<i>If boarding more than one dog, please complete this section for each dog</i>			
Name:		DOB/Age:	
Sex:	Male / Female	Spayed/Neutered	Yes / No
Breed:			
Last vaccination date:		Vaccination due:	
Kennel cough vaccination:	Yes / No	Female season date: <i>(If applicable)</i>	
Microchip/tattoo number:			
Kennel Club registered:	Yes / No	Kennel Club registration n <sup>o</sup> :	
Does your dog have any medical conditions?	Yes / No	If 'Yes' please explain:	
Is your dog currently taking any medications or supplements?	Yes / No	If 'Yes' please explain:	
Does your dog have any known fears/dislikes?	Yes / No	If 'Yes' please explain:	



# Booking Form

## Home Boarding/Day Care

<b>Your Dog's Dietary Requirements</b>			
<i>If boarding more than one dog, please complete this section for each dog</i>			
<b>Food type:</b>	Wet / Dry / Raw-fed	<b>Brand:</b>	
<b>Servings per day:</b> <i>(once daily, twice daily etc)</i>		<b>Amount per day:</b> <i>(state total grams per day)</i>	
<b>Preferred feeding times:</b>			
<b>Please describe your dog's feeding habits:</b>	Finicky <input type="checkbox"/> Good appetite <input type="checkbox"/> Voracious <input type="checkbox"/> <i>(Please tick as appropriate)</i>		
<b>Any special dietary requirements?</b> <i>(any food allergies, snacks or treats not allowed).</i>			

<b>Your Dog's Routine</b>			
<i>If boarding more than one dog, please complete this section for each dog</i>			
<b>How often do you walk your dog daily and at what times?</b>		<b>Duration of each walk:</b>	
<b>What equipment do you use on walks?</b> <i>(flat collar &amp; lead, harness, head collar etc)</i>	Please state:	<b>Can your dog be walked with other dogs?</b>	Yes / No
<b>Where does your dog sleep at night?</b>	<i>Example: Crate in kitchen, in our bedroom, on dog bed on landing</i>		
<b>Any other details you'd like to share:</b>			



# Booking Form

Your Dog's Behaviour					
<i>If boarding more than one dog, please complete this section for each dog</i>					
<b>How would you describe your dog's personality? (please tick all that apply)</b>	Shy/Nervous <input type="checkbox"/> Friendly <input type="checkbox"/> Calm/Placid <input type="checkbox"/> Pushy <input type="checkbox"/> Boisterous <input type="checkbox"/> Other <input type="checkbox"/> <i>(if 'Other' please state)</i>				
<b>Please list and rank in order of preference (with 1 being the favourite) 5 edible things/treats your dog most enjoys:</b>	1. 2. 3. 4. 5.	<b>Please list and rank in order of preference (with 1 being the favourite) 5 toys/activities/games your dog most enjoys:</b>	1. 2. 3. 4. 5.		
<b>Is your dog house trained?</b>	Yes / No	<b>Is your dog crate trained?</b>	Yes / No	<b>Is your dog cat friendly?</b> <i>If No, please don't worry!</i>	Yes / No
<b>Does your dog show any signs of separation distress?</b>	Yes / No	<b>If Yes, please explain signs:</b>			
<b>Does your dog show any signs of food or toy aggression/guarding?</b>	Yes / No	<b>If Yes, please explain signs:</b>			
<b>Has your dog ever bitten another human or dog?</b> <i>Please be honest!</i>	Yes / No	<b>If Yes, please explain:</b>			
<b>Does your dog know any of the following cues? (please tick all that are relevant)</b>					
Sit <input type="checkbox"/> Stand <input type="checkbox"/> Down <input type="checkbox"/> Wait/Stay <input type="checkbox"/> Leave it/Off <input type="checkbox"/> Coming when called <input type="checkbox"/>					
<b>What verbal cues does your dog respond to:</b>	<i>Example: 'Fido Come' for recall, 'Lay' for down</i>				
<b>Is your dog a chewer?</b>	Yes / No	<b>Does your dog pull on the lead?</b>	Yes / No	<b>Does your dog travel well in a car?</b>	Yes / No
<b>Any other behaviour details:</b>	<i>Example: "When my dog needs to toilet, they circle".</i>				



# Terms and Conditions of Booking

## PLEASE READ THIS CAREFULLY:

### HEALTH

1. All dogs must have been inoculated against Distemper, Hepatitis, Leptospirosis, Canine Parvovirus and other relevant diseases and have an up to date **vaccination certificate**.
2. In addition, your dog's **flea & worm treatments** must be up to date.
3. A full record of flea and worm treatments **and** an up to date vaccination certificate **must** be provided at the time of booking and on arrival. Dogs will **not be accepted** without an up-to- date vaccination certificate. Failure to comply with this request will result in your booking becoming 'null and void' and full fee payment will apply.
4. Whilst every possible care and attention is given to your dog/s staying with us, you agree Happy Hounds Home Boarding (HHHB) cannot be held responsible for loss, either from illness or other causes. In addition, you agree not to hold us liable for any illness or anything which affects the well-being of your dog/s, whether contracted or caused at our establishment.
5. HHHB reserves the right to refuse acceptance if the dog comes into season following balance payment and prior to arrival. In these circumstances, the balance payment only would be refunded. If a bitch comes into season whilst staying at HHHB, additional cost will be incurred for cleaning or damages.  
Due to the nature of home boarding and the lack of confinement, and although every effort would be made to prevent pregnancy, we can accept no responsibility should your dog become pregnant.
6. You agree that a Veterinary Surgeon should be called (if deemed necessary by HHHB) and that all costs will be paid by you, the owner, on collection of your dog.

### BOARDING & DAY CARE FEES

7. You agree that the **Happy Hounds Home Boarding** account will be paid in full 14 days in advance of your dogs' arrival.
8. All bookings require a **50% deposit**, at time of booking, to secure the date(s). If booking is made less than 14 days BEFORE the arrival date, **100%** of costs are payable at time of booking.
9. If you request additional Home Boarding dates following payment of the balance, these must be paid for prior to/or on your dog's arrival.
10. You agree that **Day Care** arrangements are paid at the time of booking; with arrival and departure times outside of the opening hours (or part thereof) charged at the additional rate of £3 per hour and payable at the time of booking.

### COLLECTION & DELIVERY

11. Drop off and pick up times, for home boarding will be agreed at time of booking. For day boarding and half day boarding, times are as follows:
  - Drop off for full day, and morning half day, is between 8.15am - 9.00am.
  - Drop off for afternoon half day is between 1.00pm - 2.00pm.
  - Pick up for morning half day is between 12.00pm - 1.00pm
  - Pick up for afternoon half day, and full day is between 5.00pm - 6.00pm
12. If you return earlier than anticipated, there will be **no refund** for days or time 'not used'.
13. On arrival, you must provide your dog's: bed, food, lead/harness. We cannot accept dogs without these items.
14. If, you arrive to collect your dog after the agreed departure date/time, a £3 per hour/per dog (or part thereof) fee will be charged (at HHHB discretion) with payment required at the time of collection

### CANCELLATION FEES:

15. If you cancel your **Home Boarding** - a **MINIMUM of 1 months' notice is required** prior to the scheduled arrival date
16. Deposits are non-refundable and dates non-transferrable. Full payment of the outstanding balance **will apply** if the 'cancellation notice period' is **less** than 14 days prior to arrival
17. Home Boarding Bookings made less than 14 days BEFORE the arrival date are non-refundable/non-transferrable if booking is subsequently cancelled.
18. **Day Care** - a **MINIMUM of 48 hours' notice required** prior to arrival = 50% refund (0% thereafter) and dates are non-transferable



**LEGAL REQUIREMENTS**

- 19. If your dog causes any damage to our property during their stay, we reserve the right to charge for the cost of repair or replacement of the item. You will agree to pay the amount applicable on collection.
- 20. No dog registered under the Dangerous Dogs Act 1991 will be accepted for boarding or day care.
- 21. No dog subject to a Control Order will be accepted for boarding or day care.
- 22. If your dog attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and /or person), the owner will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog.
- 23. Any damage made to the property/possessions of Happy Hounds Home Boarding will result in liability for reimbursement of the same.

- 24. Should a dog’s behaviour become uncontrollable or unreasonable for any reason then the owner will accept that the dog could be placed in a boarding kennel at their own expense. The owner or emergency contact will always be contacted first before this decision is made.
- 25. Failure to collect your dog (or to make contact with us) after five days of the agreed collection date, will result in Happy Hounds Home Boarding having no option but to contact the RSPCA in order to rehome your dog/s.
- 26. By signing this agreement, you are agreeing to board your dog/s under the above conditions.
- 27. This agreement, its formation and any contractual disputes or claims shall be governed by and in accordance with English Law and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

**In signing this Agreement, both parties acknowledge they have read, fully understand and accept these Conditions of Acceptance, and Terms and Conditions, as written above and contained herein and agree to be bound by them.**

**THE CLIENT:**

I have read and agree to the **Conditions of Acceptance** and **Terms & Conditions**:

Signed: .....

Print Name: .....

Date: .....