

# 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.
7. We **do not** accept aggressive or dangerous dogs. Whilst we can deal with mild behaviour issues, dogs that are dog-dog, or dog-human aggressive cannot be accepted.

### BOARDING & DAY CARE FEES

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. You agree that the **Happy Hounds Home Boarding** account will be paid in full 14 days in advance of your dogs' arrival.
10. If you request additional Home Boarding dates following payment of the balance, these must be paid for prior to/on your dog's arrival.

11. 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

12. 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
13. If you return earlier than anticipated, there will be **no refund** for days or time 'not used'.
14. On arrival, you must provide your dog's: bed, food, lead/harness. We cannot accept dogs without these items.
15. 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:

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

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## LEGAL REQUIREMENTS

20. 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.
21. No dog registered under the Dangerous Dogs Act 1991 will be accepted for boarding or day care.
22. No dog subject to a Control Order will be accepted for boarding or day care.
23. 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.
24. Any damage made to the property/possessions of Happy Hounds Home Boarding will result in liability for reimbursement of the same.
25. 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.
26. 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.
27. By signing this agreement, you are agreeing to board your dog/s under the above conditions.
28. 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: .....