

# Wild About Pet Care

## Terms and Conditions – Dog Boarding

**It is essential that clients read and understand these Terms and Conditions (T&Cs) before signing below and completing and signing the Registration Form.**

**By signing these documents you are consenting to these T&Cs.**

The following Terms and Conditions are designed to ensure that you and your pet(s) will be happy whilst they are with us. By signing the Registration Form you are consenting and agreeing with the following points:

1. Whilst pets that receive any of our services at Wild About Pet Care receive every care and attention, they are entirely at the owners risk, Wild About Pet Care accepts no liability.
2. We must meet new dogs before they board or receive a walk with us to help ensure that they will be happy with us, the home and other dogs. By signing the Registration Form you agree to your dog going out for walks (where we will come into contact with other dogs that we do not know and also dogs we are currently in care of), sharing transport and accommodation and the garden with other dogs (from yours (if you have multiple dogs) and other households).
3. We prefer to accept only dog(s) that can be let off the lead and have good recall. Should there for any reason be an issue with this it can be discussed and possibly agreed (depending on the reasons why).
4. Where appropriate we may enrich your dog(s) stay with the use of treats and toys.
5. That your dog(s) may be fed in a room with other dogs and at the same time. (This can easily be avoided – should this be an issue).
6. WAPC can only crate dogs that are already habituated to this and that the crate is of the appropriate size (and provided by yourselves/the owner). The Registration Form provides space for you to advise how your dog is crated, ie. overnight / for how many hours at a time etc.
7. For all dog care services your dog should be up to date with standard vaccinations including kennel cough. Vaccinations must be done at least two weeks prior to their staff and the certificates shown prior to the booking. Your dog must be free of fleas, ticks and worms and up to date with treatments.
8. Your pets' best interests are paramount. If your pet becomes ill we will make every effort to contact you or your nominated emergency contact. However, in the event that we cannot get hold of you and/or get to your usual vets in good time then we will use our chosen vets; Stephen Crickmore Vets, Albion Lodge, 1 Gloucester Road, Cheltenham, Gloucestershire, GL51 8LN, Tel 01242 580709 or another that we may be closer to. WAPC require your consent (by reading these terms and signing the registration form) to allow administration of treatment for external or internal parasites under the guidance of a veterinarian, should this be necessary. Also consent to take to a veterinary for preventative treatment and any other treatment given will be at the discretion of the vet, and payment will be your responsibility.

# Wild About Pet Care

9. Please declare any ongoing or recurring medical problem that your pet may have. Wild About Pet Care will not be responsible if any re-occurring or historical injuries flare up during your dogs stay.
10. If you have a bitch that comes into season, Wild About Pet Care will do their best to ensure she does not come into contact with entire male dogs, but cannot guarantee this or that she won't fall pregnant. This may mean that exercise is more limited than would normally be the case.
11. We ask you to provide sufficient food to cover the duration of your dog(s) stay. Please bring your dog(s) bed, bowl (sterilised before arrival), collar, lead (non-extendable unless pre agreed), food and any medication (with veterinary advice) and a toy that your dog(s) may find of comfort (should they have one).
12. Should your dog(s) show any aggressive tendencies towards people or other dogs during their stay, or if they become uncontrollable, we will contact you or your nominated emergency contact - therefore it is extremely important that your emergency contact are in a position to help, if necessary. We trust you to give us a true representation of your dog's temperament and an appropriate emergency contact. (this may be a friend, family member or another pet care service that is familiar with your dog(s)).
13. You agree to be responsible for any additional charges, including but not limited to, vet fees and any additional food required. These charges must be paid on the completion date of the pet care service provided if not sooner. For Boarding 50% of fees are payable on booking and 50% when dropping off your pet/or when pet sitting commences. Cancellation fees are 100% if provided within one weeks' notice (only applied to the first week of services), 50% if after one week but within ten days. 25% if after ten days but within two weeks. There are no cancellation fees if you provide more than two weeks notice - though we do ask of course for as much notice as possible as we only take small numbers of dogs for boarding. (if you cancel a booking and we are able to fill this place then no cancellation fees will be charged). We accept cash or our bank details can be provided for bank transfer.
14. If for any reason your return is delayed, please let us know as soon as possible. It may be that your emergency contact may need to step in, and provide care and accommodation for your dog, should the delay be longer than a few hours. Equally where there is availability we are of course as flexible and accommodating as possible.
15. Your pet may be photographed during their stay/walk/pet sitting experience with us. These images may be used on our Website or other internet sites/marketing materials etc unless you specifically request us not to do so.
16. It is important that you provide an Emergency Contact in the unlikely event that the owner become incapacitated or that any contagious illness occurs amongst the house with any dogs that are boarding. WAPC has a small level of support who may be able to help in the case of such an incident but having back up for all eventualities on your side is essential and in all parties interests.
17. In the event that WAPC have an emergency you are consenting to your details being shared with WAPC support members. Details of dogs owners (at that time) are also kept in glove box of vehicle (updated each week as appropriate).

# Wild About Pet Care

18. WAPC will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies. WAPC is not responsible for carpet/ flooring stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.
19. Keys will be looked after appropriately. Any loss would be reported immediately.
20. Inclement Weather - You will entrust WAPC to use best judgment in caring for your pet(s) and home at the time of inclement weather. WAPC will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.
21. Additional Pet Care Assistance And Other Scheduled Services - WAPC does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered. Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours. It is understood that the client will notify anyone with access to the home that the services of WAPC have been engaged.
22. Thermostats - Please leave your thermostat settings within a normal comfortable range. If the house temperature is outside of this range, WAPC will adjust the thermostat to ensure the health and comfort of your pet(s). Your emergency contact will be notified.
23. Privacy Policy - All of your information will be kept private and confidential. WAPC highly respects our clients' entrusting us with the care of their home and pets. All of our records will be stored in compliance with GDPR (current data protection legislation). With exception to requesting your permission to have dog owners details in glove box of vehicle for emergency use (updated each week according to which dogs WAPC is caring for).

**Client signature:**

**Client Name Printed:**

**Date of signing:**

**If any of these terms or questions on the Registration Form are not understood please don't hesitate to contact WAPC. Any queries are welcomed.**

**By signing the WAPC Registration Form and this document you are consenting to these T&Cs.**