

WAGG 'n' HEELS Ltd



TERMS & CONDITIONS

Before we consider a dog for any of our services, a meet & greet/ consultation must be carried out in advance at our home. This is to check compatibility of your dog with ours.

During our meet and greet we will discuss:

- Medical/Vaccinations
- History
- Behaviours
- Enrichment & Exercise
- Food & Diet
- Boarding details.

Aside from this form there will be other forms you need to complete:

Documentation (Required for License)

All clients must complete & sign all relevant paperwork:

- Terms & conditions
- GDPR (privacy notice)
- dog boarding registration form, which includes the veterinary release form & owner's permissions (*compliance of Animal Welfare regulations*), an enrichment programme form, and where required, a day care contract, a canine medication form etc.

By signing the dog boarding form/day care contract, and any other necessary forms that pertain to WAGG 'n' HEELS Ltd services, you agree to accept, and are contractually bound by our terms & conditions. You also agree that the information recorded on the document before and where possible during our meet and greet is accurate.

We assess each dog holistically and base our decision on whether to accept a dog or not based on this. Please bring your dog's Vaccination card & insurance details with you. If your dog was born abroad, or has travelled abroad, we will also need to see their passport.

It is the owner's responsibility to provide comprehensive details about your dog, and be completely honest about any habits or behavioural issues, both positive & negative (however small). We rely on this information to be able to manage any issues and provide an enjoyable experience and quality of service for your dog. Any misinformation may jeopardise your dog's stay with us. As we live in a built-up area, we cannot take dogs who excessively bark or whine, or suffer from hyper separation anxiety, as it is inconsiderate to our neighbours. We also do not take dogs who mark their territory or are aggressive. Each dog will be assessed during this meet and greet and any trials using our Assessment & Behaviour Evaluation process. We are not qualified behaviourists; however, we will do our best to manage any situation or issues that arise and will source guidance from other professionals if necessary. We may need to contact you if your dog exhibits any behaviours not previously disclosed.

TRIAL OVERNIGHT

All **NEW** dogs who are going to use our service for overnight boarding **must** have a trial overnight stay, if they are

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boarding for more than 3 nights. This allows us to observe the dog's behaviour and to evaluate whether they are compatible with us, and with our resident dog and to ensure they are happy in an unfamiliar environment. We want all dogs to have a positive experience with us. During this trial we will carry out an Assessment & Behaviour Evaluation which we will discuss with you when you pick your dog up. In our experience dogs will behave and cope differently in the absence of their owners and in a new, unknown environment, even if they have boarded elsewhere. Any trial is charged at the standard overnight rate. If the trial is not successful, we will destroy all records & support you to find the right licensed environment for your dog.

Boarding - Per Night £ 37

TRIAL DAY CARE.

All **NEW** dogs to day care must have a trial visit for either ½ or a full day to check compatibility. This is charged at our standard day care rate.

Day Care - (5 hours and over) £27 ½ DAY- (up to 5 hours) £20

Please be aware that we are limited to numbers under License and although we do try hard to meet owners' needs, there may not always be much flexibility or availability.

Please note: Increased rates are applicable for all Bank holidays & during Easter (Friday-Monday) We do not generally offer boarding between Christmas Eve & New Year's Day.

DROP OFF TIMES FOR BOARDING.

Monday to Friday: from 8am up to 3pm only & by appointment only.

Weekends: From 9am – 12pm only & by appointment only.

COLLECTION TIMES FOR BOARDING.

Monday – Sunday between 8am – 09:30am.

Additional charges may apply if collection is after 9.30am on their last day of boarding.

Collections after the stipulated time will incur the overnight boarding charge. We do offer a drop off or collection service for day care or boarding. However, this is within a certain area and by arrangement only.

EMERGENCY CONTACT

UNFORTUNATELY WE CANNOT BOARD YOUR DOG WITHOUT AN EMERGENCY CONTACT. YOUR EMERGENCY CONTACT MUST BE (WHERE POSSIBLE) SOMEONE WHO DOES NOT LIVE WITH YOU OR IS NOT AWAY AT THE SAME TIME AS YOU.

If you fail to collect your dog on the collection date agreed, unless we have been contacted and advised in advance, your nominated person will be contacted and required to collect your dog. If they fail to collect, and we have not been contacted by you, the contract will be terminated, and your dog will be re-located to alternative accommodation i.e. rescue centre.

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HOLIDAY BOARDING & OVERNIGHTS

School holidays, particularly Easter, Christmas & during summer, is a busy time for us, so we recommend that you confirm any dates for boarding as soon as possible. *Bookings are not confirmed until the deposit has been paid.*

We cannot hold bookings without a deposit.

BOOKING PROCESS FOR BOARDING.

Dates are requested for boarding, via email or WhatsApp. To secure your booking we require a deposit to be made within 7 days of the dated request.

PAYMENT FOR OVERNIGHT BOARDING.

A non-refundable deposit of 20% is required to confirm a booking and hold a space.

Payments can be made by cash or BACS payment to: WAGG 'n' HEELS Ltd,
Starling Bank,
Account Number: 88947139
Sort Code: 608371

DAY CARE BOARDING

We will confirm a booking via WhatsApp, text or email, stating the requested day, times and adding our banking details for BACS transfer. Spaces for day boarding are limited.

PAYMENT FOR DAYCARE/ BOARDING

We request that you pay the full amount when you drop your dog off or before arrival.

We do take cash if you prefer. If you have a regular day care slot and where we have agreed individually, you may pay on the day, by the end of the week, or month.

CANCELLATION FEES

WAGG 'n' HEELS Ltd is a licensed company, so spaces are limited for both boarding & daycare.

If you need to cancel day boarding, please provide as much notice as possible. If you provide over 48hrs notice you will not be expected to pay anything. If you provide less than 48hrs notice you will still need to pay 50% of the day care rate unless we can fill your space, in which case you will not be charged. If you provide less than 24 hrs notice, we reserve the right to charge you for that full day. If we are able to fill your space you will not be charged.

BOARDING INCLUDING DAYCARE.

If you fail to disclose any negative behavioural problems during the meet and greet, or 7 days prior to the intended stay, should your dog show any sustained aggressive tendencies, bites our dog, other dogs, or humans, is continually uncontrollable, destructive or shows any unreasonable behaviour, (including continuous mounting/ marking, pestering other dogs) the boarding agreement will be terminated with immediate effect. You will be advised; accordingly, however this may be less than 24 hours' notice. You accept that your dog will be placed with your emergency contact or an appropriate local pet boarding establishment. Any costs incurred for the alternative boarding arrangements will be your responsibility. You also agree to pay the cost of any injury/damage caused by your animal to us, our home, our dog, or other boarders. No refund will be given.

HEALTH & WELFARE

We insist on all dogs having current annual booster vaccinations before boarding with us, and puppies to have had their second course of vaccinations. (This is required for our business insurance and as part of the license provided by

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the council.) It is advised that all dogs have their kennel cough (KC) vaccination, and at least 4 weeks prior to arrival of their holiday with us. This is for the protection of your dog, our dog, all other boarders and any dogs they may come in contact with. Where this has not been possible, you are required to sign a disclaimer. We currently do not take titre tested only dogs. Your dog must have been appropriately treated for external & internal parasites with an appropriate product authorised by VMD UK and in accordance with veterinary advice before entry to home boarding.

At our meet and greet (where possible) you are required to bring the vaccination booklet so we can keep a copy on record, or you can send us photographic evidence of your dog's vaccinations via WhatsApp. Further proof of vaccinations and treatments may be requested and must be presented no later than 14 days before arrival, via e-mail, text, WhatsApp.

Failure to produce a copy of the vaccination record may jeopardise your booking.

We will not take dogs that have been ill within the last 24 hours, nor a dog who has had an infectious disease within 30 days prior to boarding. **Failure to disclose any illnesses will jeopardise your dog's stay. If your dog is infected and spreads it to others, you will be liable for any vets' costs to any other owner and myself.** It is your responsibility that your dog is healthy enough to board.

Should anything happen to your dog whilst boarding you will be notified ASAP, and we will do everything in our power to manage the situation.

WAGG 'n' HEELS Ltd are fully insured, but noting that dogs will be dogs, and they can sometimes play roughly, if your dog is hurt i.e., cut paw, ripped claw, or an accidental puncture wound from playing, you will be notified, and if a vet visit is required you may be expected to attend, and you must make payment directly to the vets. We are constantly with the dogs during the day/night, so we are on hand to manage any situation. If we do need to go out and leave the dogs briefly, they will be separated (as per regulations). If death is a possibility during day boarding (due to illness/old age etc) please notify WAGG 'n' HEELS Ltd in writing and agree arrangements for care.

UN-SPAYED AND UN-NEUTERED DOGS

We only board un-spayed females and un-neutered male dogs at our discretion. We base our decision whether to board a dog or not on the dog's own individual behaviour.

We do not board un-spayed females (over the age of 12 months) if they are in season or due to come in season during their stay and we are exceptionally careful about introducing a new un-neutered male (over 12 months), to our established group. This is to ensure the health & welfare of all the dogs that are boarding with us are not compromised in any way.

If your male dog is entire, and they excessively mark, intimidate or are uncontrollably aggressive towards other dogs, the boarding contract will be terminated with immediate effect. In the case that this happens you will forfeit any refund. Please be aware all dog's behaviour is different in an unfamiliar environment and may not be the same as they are at your home.

EXERCISE OFF LEAD

We will only let your dog off lead if/ when we feel comfortable and confident to do so. If this is your dog's first stay with us or they have not boarded for a while, we will work up to them being off lead if you have signed the owner's consent form. Your dog/s will be put back on a lead if they do not respond to any cues when needed, even where consent/permission for off lead exercise has been granted by owners.

MEDICATION

We are experienced in giving tablet & liquid form of all medication including ear/eye drops. If your dog is on medication you will need to fill out a Canine Medication form.

NAIL CLIPPING

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Please ensure your dog has had their nails clipped & filed to remove rough/sharp edges, before boarding with us, to avoid accidental injury to them, people or other dogs.

VETERINARY RELEASE & INSTRUCTION.

We are registered with our local veterinary practice VETS 4 PETS, ELM GROVE HAYLING ISLAND PO11 9EH HI 02392 636950.

It is your responsibility to contact your veterinary practice prior to your booking to inform them that your dog will be boarding with us.

If your dog becomes ill or injured or needs treatment for any reason while boarding with us, it may be necessary for us to contact your vets for advice or, to take them in for a medical appointment at our registered vet if you live outside a 5-mile radius of WAGG 'n' HEELS Ltd. If you request, we will contact you (if possible) in the first instance, prior to contacting the vet. We request that you fill in our **Veterinary Release Form** which provides permission for us to approve necessary treatment, up to a certain amount; and you, as the owner will assume full responsibility and pay for any treatment required. You agree that WAGG 'n' HEELS Ltd is authorised, either to take your dog to our registered veterinary practice for treatment, or to your own, depending on distance. WAGG 'n' HEELS Ltd cannot be held responsible for any veterinary treatment that may result in loss, injury, or death of your dog.

INSURING YOUR DOG.

We advise that all dogs are insured when using our services and that you inform your insurance company that your dog will be boarding with us while your away. We will ask you, the owner to bring your dog's insurance details to our meet and greet so that we can keep the details on file.

DOG COLLARS & ID TAGS.

All dogs by law, must wear a collar & ID tag when outside of the home. We will provide your dog with one of our own collars & ID tags during their stay with us. Collars are always removed if your dog is crated at any time during their stay. If your dog likes to rough and tumble during play, we will also remove their collar to mitigate the risk of injury.

EXERCISE & ENRICHMENT.

Your dog will receive up to two daily walks during their stay, (where temperatures and weather conditions allow). All dogs will be walked on a lead when they are out in public areas, unless you have given signed permission that they can be let off leash at certain times. Dogs are always walked on leash when near roads or livestock. As our walks are usually a car ride away, your dog must be happy to travel in a crate in our van, we also ask that owners supply a transport harness for their dogs so they can be appropriately and safely restrained using a dog seat belt in our other vehicle should the need arise.

WHAT WE PROVIDE

We will provide a loving & caring home from home environment where we will treat your dog as part of our extended family. They will not be left alone during their stay, for longer than necessary. We will provide safety, security, mental stimulation, basic training, nutrition, physical exercise, enrichment and companionship. We will socialise them with other dogs and people, will interact with them, feed them, make sure they always have fresh, clean water & provide them with any medication required. They will have free roam of our house and garden which is enclosed, safe and secure, they will also have the opportunity to enjoy off lead exercise and enrichment in our fully enclosed field.

WHAT OWNERS PROVIDE

All food is to be provided by the owner (please ensure you bring enough for their entire stay), If they are fussy eaters,

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and where you have agreed, **(see owners permissions)** we will purchase a different type of food, which we will invoice you for after their stay.

Please also bring bedding, crates **(unless we have permission from you to use our crates)** specialist feeding bowls **(e.g. slow feeder)**, harnesses & or transport harness, collars, leads etc, treats, grooming equipment & any relevant medication.

CANINE DEVELOPMENT & OTHER PROFESSIONAL SUPPORT

We want your dog to have a positive experience in our home, with our resident dog and others that may be staying with us. We are experienced in handling dogs and have lots of understanding about canine body language. However, if at any time your dog displays any negative behaviours that cannot be managed, we will talk to you about the next steps. If we feel that your dog is no longer enjoying their time with us or is no longer compatible, we will support you to find other licensed boarders and a network of other dog professionals (Trainers, Behaviourists or Nutritionists). We do not want any dog to have a negative experience in their life.

We also advise that you have a secondary licensed business to support you, should we have no availability.

LICENSING, INSURANCE, QUALIFICATIONS & TRAINING

All businesses that provide boarding or day care services, whether it is a kennel or in a home setting, (not the dog's own home), must be licensed under the Animal Welfare Act (1963) & comply to the regulations set under The Animal Welfare Regulation 2018.

WAGG 'n' HEELS Ltd:

- 🐾 Are licensed by Havant Borough Council & have been awarded a higher standard 3-year license. LICENCE No:03192 and are therefore trading legally and are registered with their local council.
- 🐾 Are insured for Public Liability.
- 🐾 Holds a long library list of CPD and is always learning and gaining knowledge relevant to practice.
- 🐾 Holds a certificate for Animal First Aid & CPR.
- 🐾 Has over 30 years' experience with dogs and has successfully raised her own dogs from puppies.

By leaving your dog with a Licensed business means that your own Pet Insurance and our Business Insurance is protected.

CONFIDENTIALITY POLICY.

Client confidentiality will be maintained at all times. Your details will be confidential and will never be used for any purpose other than caring for your dog.

DAYS OF BUSINESS

We are open throughout the year, except Christmas and New Year, we will also inform our regular clients of any holiday dates in advance.

DAILY RESTRICTIONS (NUMBER OF BOARDERS & DAY CARE DOGS)

Our boarding licence dictates the numbers we can have in, on any given day for regular day care/ boarding. We operate on a first come, first served basis. Should we have full capacity, we may recommend other licensed boarders/kennels.

COVID-19 (2021)

We adhere to the business guidelines set out by DEFRA, CFSG and handover protocols (11.01.2021), plus the Government guidelines for Humans entering our home & garden. If required, we can wear a mask if this helps you feel

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safer. We provide hand sanitizer.

Our Terms & Conditions are at times reviewed & updated. We will ensure you receive an updated version & you will be required to sign a new copy when we next board your dog.

I agree to WAGG 'n' HEELS Ltd Terms and Conditions, and I am aware that I am contractually bound by them.

Full Name	
Signature of Owner	
Date	

GDPR (Privacy Notice)

I give my consent that my details, and any data relevant to my dog using WAGG 'n' HEELS Ltd services, will be held on record by Elaine Hehir at WAGG 'n' HEELS Ltd, 18, Fir Tree Road Hayling Island PO119 BA and be processed under the terms of the General Data Protection Act 2018.

In general terms this means I, Elaine Hehir at WAGG 'n' HEELS Ltd, have a lawful basis, which in this case is to fulfil my contract with you (owner). My purpose is to look after your dog/s whilst you are away or anytime during the day. This data may be shared with colleagues, or relevant agencies, i.e., Veterinary staff, Police, RSPCA or rescue centers, Council & Government Departments if requested. If needed this may include processing your data for my colleagues, who if are outside the EU, I will have ensured have proper procedures in place.

Records will be securely kept and will not be kept for any longer than considered necessary. You have the right to ask for your records to be viewed, amended, or deleted and you have the right to withdraw consent. You also have the right to complain to the overseeing regulator, the ICO, (www.ico.org.uk) if you feel your data has not been managed correctly.

Full Name	
Signature of Owner	
Date	

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