***“Enter as strangers, leave as family”***

***Terms and Conditions January 2022***

1. Home boarding (home from home) and Day-care requires In-date **Kennel Cough** (not part of normal vaccinations), these have to be asked for separately, and yearly Vaccination’s evidence on booking (scanned or photos are accepted).
2. Peak times (school holidays and BH’s) are charged at a premium rate, fireworks night, Christmas Eve, Christmas Day, Boxing Day and New Years Eve are charged at a higher rate. We do not offer day-care on BH’s, Christmas Eve, Christmas Eve, New years Day- only boarding.
3. We do require full payment ahead of any of our services.
4. We DO NOT accept aggressive dogs (this must be declared if trying to book, failure to inform us can be reported due to putting us and other dogs on site at risk).
5. We no longer accept male Staffies for day-care or boarding, due to their unpredictable behaviour around other dogs.
6. If your dog is unwell before they are due to be on site you must ask permission to whether they can attend and possibly require a vet check. If your dog has a cough or suspected Kennel Cough your dog will not be able to be on site for the safety of all the other dogs for the duration your vet advises.
7. It is the owners responsibility to ensure that flea and wormer treatment has been given to your dog monthly/quarterly as per instructions from your vet or the box.
8. If your dog has fleas they will not be able to be on site until they are completely clear.
9. You will be asked on our boarding and cay-care form to whether you consent to your dog being off a lead on outings, walks.
10. If your dog does any damage to the house or furniture you maybe liable for damages/replacements, especially if we were not advised of potential issues.
11. For any of our services - Bitches already in season will not be allowed on site.
12. For bitches that haven’t been spayed, we will need to know when their last season was.
13. If a bitch comes into season whilst staying with us, we charge an extra £10 cleaning fee (one off fee) and £10 per day extra to cover the isolation and separate walks (isolating from other dogs, disturbance to the pack and having to walk separately to other dogs and keeping on lead)
14. Boarding starts at 4pm, however if you wish your dog(s) to stay earlier please contact us to see if we can accommodate.
15. Over-night boarding drop offs are between 4-6pm.
16. Collection times for over night boarding is between 9-10am weekdays and 10-11am on weekends.
17. Dogs who are not collected the following day by 10am weekdays or 11am weekends will be charged at a premium rate of £5 per hour, per dog for every hour added after these times, if not picked up by 6pm this then becomes a boarding fee on-top.
18. We currently accept some dogs who are not neutered but if a male in-tact dog marks around our house a cleaning charge of £5 will apply and it may result in loosing their place in boarding or day-care.
19. If an in-tact male dog is really humpy and will not leave other dogs alone to a point it is stressing them out you may-be asked to collect your dog and they maybe placed within a holding pen until collected.
20. Pickups on collection day for boarders are between 9-10am Monday-Friday (unless BH) and between 10-11am Saturday and Sundays.
21. We require a consent form to be completed for over night boarders if you wish them to be off a lead (once they get to know us and can be trusted).
22. **Your dog must have a collar with an ID tag whilst on site (Boarding and day-care) for legal reasons.**
23. **Your dog must wear a collar or a harness as a minimum for any event, day-care or boarding.**
24. Dogs over night boarding with us will need to bring a bed/blanket (we provide crates if crate trained), food, any medication, harness (if they have one) collar and a tag.
25. Dogs over night boarding with us; we will require a message to inform us of what quantity of food to give your dog and the timings along with where they sleep and any routines we need to be aware of. If your dog has particular treats for anything to do with the routine, i.e when they go to bed the have a treat – we require you to provide the treats (even if carrots, cheese, eggs etc).
26. If you cancel a booking or transfer a booking with us once an invoice has been raised, (if you decide not to use us or family members are now looking after you dog etc) this will incur an admin fee of £5 every-time changes have to be made.
27. Owners to drop off and pick up dogs for VIP Spa treatment.
28. For day-care if you collect your dog after the agreed time you will be charged at £5 an hour.
29. We open at 8am and close at 6pm. These times are non-negotiable unless under an emergency.
30. We are happy to administer medication on site, we just need guidance on how much and what times and this will be recorded on site for 12 months for licence purposes.
31. We limit the swims to 20 minutes for the welfare of your dog (start to finish due to shower & dry will total 40 mins experience). If you have more than one dog we can arrange a K9 family group swim. We have dog life jackets available and one of us will always be in the pool with them. Owners are prohibited from being in the pool with their dogs, however happy for owners to stay and watch and interact from pool side once COVID rules are lifted.
32. All dogs must have been both toilets (as much as feasible) before swimming. If your dog toilets in the pool room this will incur a £5 charge, in the pool a £10 charge.
33. All dogs who swim with us must not of eaten at-least 2 hours before their swim.
34. Swimming lessons are not a hydrotherapy session, this is for fun, confidence and fitness only.
35. In the rare event that your dog needs to go to the vet we will take them to our vet (Treforest Vet Tonypandy) and inform you (hopefully ahead of going). All vets fee’s will be payable by the owner.
36. **Bookings**;
    1. For all our services we require a 25% **non-refundable/non-transferrable** deposit to secure your place. Unless cancelled due to COVID, this will then be transferred.
    2. Boarding to be paid no later than 4 weeks prior to the arrival.
    3. For all our extra services (swimming, hooper, training etc) we require full payment no less than 14 days of your experience, if not paid 14 days prior your appointment your place will be offered to customers on our waiting list.
    4. If your dog goes into season or you are taking time off day-care (for holidays, neutering etc) but wish to hold your place this will incur 25% holding fee of your normal set days that will be missed, this includes school holiday periods.

1. **Cancellations**;
   1. A £3 admin fee will be charged if you decide to cancel your stay after discussions with us and plans have been made.
   2. Boarding; If cancellation is less than 28 days notice this will require the balance in full to be paid.
   3. Daycare; If cancellation is more than 14 days ahead of the time of day-care a 25% non-refundable payment is required.
   4. Daycare; if cancellation is less than 14 days notice this will require the balance in full to be paid.
   5. For any of our extra services (Swims, hooper, training) if any cancellation is received within 7 days of the service prior to arrival date will incur the full-service charge. Failure to arrive on set day will be treated as a No-Show and no refund or transfer will be given.
   6. Cancellations more than 7 days ahead of any extra service will incur a 25% cancellation fee of the service charges.