

## TERMS OF AGREEMENT

1. We are unable to accept aggressive dogs due to the terms of the Dangerous Dogs Act 1991.
2. Haven Home Dog Boarding reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the carer and/or other dogs.
3. Haven Home Dog Boarding must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in cancellation of any future bookings.
4. Cancellation charges will be incurred unless booking is cancelled 30 days prior to stay. Cancellation charges are the full cost of the deposit given when booking.
5. Pick up times on the day of collection are between 7:00-10:00 anything after this will be charged at a half day cost. Anything later than 13:00 will be charged at a full day cost.
6. Haven Home Dog Boarding rates are charged from Monday to Sunday, bank holidays, Christmas and New Year rates. Please refer to our website for current rates. Please note that we do not supply food.
7. All dogs will be exercised only if you have given consent for your dog to be walked on a lead and permission is given for us to take your dog to a dog secure dog field. This will be the only time the dog is taken off lead (unless the owner has advised us that the dog is allowed off lead in our care and we feel safe to do so)
8. If your dog is aggressive or bites another dog or person Haven Home Dog Boarding will contact, you or the emergency contact provided and arrange for the dog to be taken to them where possible.
9. Dogs must have a suitable collar or harness and wear ID tags with owner's details, as this is a legal requirement.
10. You provide consent that if we deem it necessary to walk your dog outside our facilities then we will do so with your dog on a lead to ensure that consideration is given to the life stage, physical and mental health and breed when planning daily exercise, as it might be that the dog requires individual dog walking outside our facilities.
11. If a Female dog is due a season at the time of attending Dog Boarding, Haven Home Dog Boarding must be informed prior to attending. Female dogs that are found to be in season may be turned away with a cancellation fee incurred.
12. If a dog is not neutered/spayed Haven Home Dog Boarding will not be held responsible if your dog impregnates/is impregnated by other dogs.
13. Dogs under one year of age should be accommodated in a separate social group but by signing these terms and conditions you give us consent for your dog to be mixed with other dogs. We only do this when the dogs are a suitable mix, and it will help them learn appropriate play from the older dogs.
14. All dogs attending Haven Home Dog Boarding should be fully vaccinated (Parvovirus, Leptospirosis, Hepatitis, Distemper) (or to be Titre tested with an up-to-date veterinary certificate) and on a regular flea and worm treatment. Proof of this must be shown before attending.
15. If the owner doesn't supply enough food, Haven Home Dog Boarding reserves the right to charge costs incurred for buying the food back to the client.
16. In the unlikely event that Haven Home Dog Boarding is unable to uphold the agreed booking due to exceptional personal circumstances, you or your emergency contact will be contacted as soon as possible.

17. The client must provide Haven Home Dog Boarding with the name and contact number of someone capable of making a decision relating to the dog(s) in an emergency. If the contact is not available, Haven Home Dog Boarding reserves the right to consult with a veterinary surgeon and then make a decision that is in the best interests of the animal.
18. If your dog injures another dog or person, you will be liable for any vets bills and costs incurred by Haven Home Dog Boarding or the owner of the injured dog.
19. Owner understands and agrees that in admitting their dog to home boarding, Haven Home Dog Boarding relied on their representation that their dog is in good health and has not harmed or shown aggressive or threatening behaviour towards any person or any other dog. Haven Home Dog Boarding reserves the right to deny admittance to Owner's pet for any reason at any time. The Owner further agrees to be solely responsible for any and all acts or behaviour of said pet while it is in the care of the pet care provider, to include payment of costs for injury to staff or other animals or damage to facilities caused by the pet.
20. Haven Home Dog Boarding shall exercise reasonable care for the pet delivered by the Owner to the pet care provider. Owner recognises and accepts potential risks involved in home boarding. If a dog becomes ill or injured, or if the state of the animal's health otherwise requires professional attention, Haven Home Dog Boarding, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the animal, and the expenses thereof shall be paid by the Owner.
21. The Owner shall hold harmless Haven Home Dog Boarding and assignees for any damages or liability. Haven Home Dog Boarding will make every reasonable effort to ensure the safety, comfort and good health of the Owner's animal(s). Haven Home Dog Boarding is not responsible for any accidents due to Acts of God, for example, wind, storm or fire.
22. Owner specifically represents to Haven Home Dog Boarding that, to Owner's knowledge, the pet(s) has not been exposed to any contagious diseases within a thirty-day period prior to check-in.
23. With the new GDPR law set to begin on 25th May 2018, Haven Home Dog Boarding requires your consent to hold information specific to your file. Examples of the information we hold for you would be names, postal address(es), e-mail address(es) and telephone number(s). Your details will not be released to any third parties (other than those needed for legal compliance) and your consent is required purely for the use of Haven Home Dog Boarding. By signing the registration form you give consent for personal details to be held by Haven Home Dog Boarding.
24. All charges incurred by Owner shall be payable on day of service starts, or when billed by Haven Home Dog Boarding at address listed on contract. Any pet(s) left for 14 days past the scheduled pick-up date will be considered abandoned. Haven Home Dog Boarding will make all reasonable attempts to contact the owner. If, after all reasonable attempts have been made with no response, the animal(s) will become the property of Haven Home Dog Boarding and as such, will have the authority to do with that animal(s) as sees fit. This action will not, however, relieve the Owner from paying all charges for services given and all legal and/or costs incurred with collection for services.
25. All clients will be considered to have accepted terms and conditions on signature of the registration form.