

## **Terms and Conditions for Home Boarding**

Cath's Pet Care welcomes fully vaccinated, non-aggressive and well-behaved dogs.

### **1. Booking**

- 1.1 Boarding fees are charged at day rates, not overnight rates.
- 1.2 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.3 A single dog may share with others during the boarding period but only after a prior meeting to confirm that they are happy to live together and with the owner's approval.
- 1.4 Dogs requiring exclusive boarding may incur a surcharge.
- 1.5 An in-home consultation is required, prior to booking, for all new clients.
- 1.6 A Booking is confirmed by payment and acceptance of a 25% deposit. Minimum deposit is £50.
- 1.7 The balance is payable 21 days prior to the agreed booking period.
- 1.8 Cath's Pet Care accepts cash/cheque/electronic payment.

### **2. Cancellations**

- 2.1. In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- 2.2. Any bookings that are cancelled between 7 days and 48 hours before the start date of the booking period will require 50% payment for services, minimum £50 unless total is less than this.
- 2.3. All bookings cancelled within 48 hours of the booking period will be payable in full.

### **3. Changes to return date**

- 3.1. Cath's Pet Care carefully schedules dates and times to provide a service for you and other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- 3.2. In the event of a client being delayed on return, they must inform Cath's Pet Care immediately who will use best endeavours to provide continued care for your dog(s) or make alternative arrangements, either with your emergency contact or another pet care provider.
- 3.3. Late collections will be subject to an additional charge.

### **4. Aggressive Animals**

- 4.1. Cath's Pet Care will not accept aggressive animals. Dogs must not have a history of having attacked other animals or people/children.
- 4.2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 4.3. Any dog demonstrating uncontrollable or dangerous behaviour will be removed to the emergency contact or kennels at the owner's expense plus an additional transfer fee of £25.

### **5. Health**

- 5.1. Dogs must be clean and free of ticks, fleas, worms or any form of active contagious illness.
- 5.2. Valid vaccination cards must be shown at the time of booking.
- 5.3. Cath's Pet Care will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 5.4. In the event of a dog requiring veterinary treatment while staying at Cath's Pet Care, the owner will undertake to pay all resulting fees including expenses incurred for each veterinary visit.
- 5.5. Bitches in season or due to be in season during the boarding period are not accepted.

## **6. Insurance**

- 6.1. Cath's Pet Care holds valid public liability insurance, available to view at the pre-booking consultation.
- 6.2. It is recommended that the owner holds pet insurance for their pets.

## **7. Collars/ Leads**

- 7.1. Owners will provide secure collars and leads for their dog(s). Identity tags will be provided for all visits, as required under the Knowsley Council Home Boarding Licence conditions.
- 7.2. Dogs will be lead walked unless an agreement is made for safe free running.

## **8. Privacy Policy**

- 8.1. All of your information will be kept private and confidential.
- 8.2. Cath's Pet Care highly respects clients entrusting us with the care of their pets.
- 8.3. All of our records will be stored securely.

## **9. Updates**

- 9.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

## Home Boarding Service Agreement

This document is an agreement between Cath's Pet Care and Client. These conditions and the booking form constitute the entire agreement between the client and Cath's Pet Care, and supersede any previous agreement between them.

1. I authorise Cath's Pet Care to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by Cath's Pet Care when needed.
2. Cath's Pet Care reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. Cath's Pet Care agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, the client expressly waives and relinquishes any or all claims against Cath's Pet Care, except for those arising for proven negligence. Accidental death, injury or loss from straying or theft may be covered in the Public Liability Insurance.
4. Customers will be responsible for all damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Cath's Pet Care in the event of a claim by any person injured by the pet.
5. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
6. I authorise Cath's Pet Care to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise Cath's Pet Care to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse Cath's Pet Care for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
7. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.

I authorise this contract to be valid approval for all future services so as to permit Cath's Pet Care to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation.

My signed booking form constitutes agreement to the aforementioned Policies and Procedures, which are part of this agreement.