

# Fido's Friends

## DAY CARE AND BOARDING TERMS AND CONDITIONS FORM

Provider name **Fido's Friends**

Providers Telephone 07951 611 966

**Fido's Friends** offer a dog day care service to you on the following terms:

References: 'Dog(s)' are to the Customer's dog(s). Name of dogs: \_\_\_\_\_  
'The Provider' is **Fido's Friends**  
'The Customer' is the owner of the Dog(s). Name: \_\_\_\_\_

### TERMS OF AGREEMENT

1. The Customer accepts that their Dog(s) will be boarding with the Provider's own dog, Bertie, and other dogs may be boarding as well as my own.
2. The Customer will drop the Dog(s) off on the agreed time, on the agreed day or days to the Provider's address, unless advised otherwise.
3. The Provider's charges are at the rate of £17 for half day care 4 hours including 1 dog walk, £22 for whole day care (8 hours) including 2 dog walks, £20 for overnight boarding 6pm to 9am and £27 for 24 hour boarding. 0-3 day boarding and daycare are an extra £3 per day. Christmas Day, Boxing Day and New Years Day are all charged at double rates. All other Bank Holidays will be charged at an increase of 50% to the normal fee. A charge of £5 is applicable if care runs over these times (max 6 hours for half day or 12 hours for whole day, unless agreed in advance, otherwise an extra half days fee will be charged).
4. A non refundable deposit will be required once a booking is made of 50% of the overall booking fee in cash or bank transfer. The outstanding balance is then to be paid before or on the commencement date.
5. 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.
6. All bookings cancelled within 48 hours of the booking period will be payable in full.
7. Should the Customer be unable to collect their Dog(s) at the arranged time, they will contact the Provider immediately to inform them of the new time of collection and an additional fee may be charged (see 3). If no contact is made within a reasonable time the Provider will endeavour to re home your dog.
8. The Provider is unable to refund Dog Boarding Customers who return home earlier than agreed.
9. If unforeseen circumstances arose which meant that The Provider was unable to fulfil their obligation to the Customer, the Customer will be contacted immediately. If the Customer is unavailable at the time, we will contact the Customer's emergency contact. A refund would be issued, minus care/services already received. Alternative suitable care would be arranged for the Customers dog(s) and would be at the Customers cost on their return.
10. The Provider ensures that the house the Dog(s) is kept at during the day has a safe and secure garden and that the Dog(s) will be allowed to rest/sleep in the dogs room in the house.
11. The Customer will inform the Provider fully of any characteristics of the Dog(s) which needs to be known for handling and care of the Dog(s).
12. The Provider holds a Dog Boarding License from Bournemouth Borough Council and insurance in respect of public liability, care custody control extension (liability to animals) and loss of keys.

13. The Customer will be financially responsible for any damage to property whilst their Dog(s) is/are at the Provider's property, this includes the soiling of carpets which require cleaning and damage to other dog's property whilst boarding.
14. The Customer will provide the dog(s) collar or harness with tag, lead (and when necessary muzzles), dog coats, food, bowls and anything else that the Dog(s) may need whilst the Customer is absent. Any extra food or replacement of equipment that Fido's Friends may need to purchase will be payable by the Customer on their return.
15. The Provider reserves the right to decline care of any dog we consider to be visibly unwell at the time of leaving the dog in their care. We also reserve the right to withdraw from a booking an unsprayed bitch in season or due to come into season whilst staying at the Providers. The Providers will not be liable for any costs incurred by the dog's owner in the event of such cancellations and will retain 50% of the overall fee.
16. The Provider will inform the Customer of any incident or anything which the Dog Carer notices about the Dog(s), which as dog owners the Customer ought to know.
17. The Provider will keep the Dog(s) on a lead whenever out of the house, apart from when the Provider has been authorised by the Customer that the dog(s) can be walked off lead. The Provider will take care so far as is practicable both that the Dog(s) is not a nuisance or danger to any one, or any other animals, and itself. However, we cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in our care.
18. The Provider will supply a plastic bag and use it on all walks to remove the Dog(s)'s faeces and ensure that Dog(s) does not foul any public or private place.
19. The Customer confirms that the Dog(s)'s immunisations, flea and worm treatments are up-to-date, including Kennel Cough. Vaccinations must be completed at least 4 weeks prior to their day care stay. Dates of all treatments must be given.
20. The Customer must inform the Provider of any medical treatment their dog is receiving and provide medication and written advise on how to administer during the dogs stay.
21. The Customer will give the Provider the Dog(s) vets details. If needed the Provider is authorised to refer the Dog(s) to the named (or in emergency any other) vet for advice or treatment at the Customer's expense if the Provider is unable to get hold of the Customer. The Customer undertakes to reimburse to the Provider all expenses incurred under this clause.
22. The Customer's Dog(s) may be photographed during its/their stay and the images may be used on the Providers Website/Facebook Pages/Google+ unless the Customer specifically requests the Provider not to do so.
23. The Provider has informed the Customer that the dogs are kept in the same designated room together during their stay.
24. The Provider reserves the right to change or amend any Terms or Conditions at any time.

**I (the Customer) consent to my Dog(s) being exercised off the lead**

**Signed** \_\_\_\_\_ **Print Name** \_\_\_\_\_  
**(Customer)**

**Dated** \_\_\_\_\_

**SECURITY DETAILS**

I (the Customer) release my house key(s) to the Provider for the duration of the contract. I may revoke this release at any time and expect my keys to be returned to me immediately upon such revocation.

**OR**

I will be at home at the time of service and have no need for my keys to be held.

## CLIENT DECLARATION AND SIGNATURE

I agree to the above terms and conditions as stated and hereby confirm that I am the owner of the above named Dog(s) and that I authorise **Fido's Friends** to act as Guardian during my absence and to take any action which he/she considers suitable in order to protect and keep in good health the above named Dog(s). I do further confirm that I will be responsible for any costs which might be incurred, either veterinary or other as a result of any sickness, accident or damage caused to or by the above named Dog(s), except third party liability, and that I will pay any such costs or expenses on demand. I also understand that no liability will attach to the **Fido's Friends** and by signing this declaration I agree to the terms and conditions of **Fido's Friends**.

**Signed** \_\_\_\_\_ **Print Name** \_\_\_\_\_

**Dated** \_\_\_\_\_

### **Data Protection – PLEASE READ THIS NOTICE CAREFULLY**

The information you provide on this form will be held in an internal database and a hard copy in a secure filing system.

The information supplied may be shared with Bournemouth Borough Council's Animal Welfare department, any designated key holders in my absence, any relevant animal welfare departments, my business insurance provider or the police.

We will not give your information to anyone else, or use information about you for other purposes, unless the law requires us to.

Fido's Friends is the data controller for the purposes of the Data Protection Act. If you would like to know more about what information we hold about you, or the way we use it, please contact us.