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JUNE 2021

By attending or using any of Early Paws' services you agree to all terms and conditions detailed below. You agree it is your responsibility to keep abreast of any and all changes to these conditions and will sign the terms and conditions agreeing with this.

#### GENERAL TERMS AND CONDITIONS (APPLICABLE TO OVERNIGHT BOARDING, DAY BOARDING, VISITING EARLY PAWS)

- Speed limit on the site is 10mph maximum at ALL times. Any customer seen speeding or otherwise driving dangerously, will be given a warning – this is for your dog's safety and staff's safety. If you are caught speeding after a warning has been issued, we may refuse to provide services to you and your dog.
- Early Paws holds public liability insurance. This does not cover any injury incurred by a dog in our care through interaction with other dogs, no matter how the injury occurred. Early Paws will not be held liable to the injury, death, disappearance or fines accrued by any animal in their care unless falling under the requirement for public liability insurance.
- Dogs MUST always arrive on site securely on a lead (lead attached before the dog exits your car). If you are using an extendable lead, it must be locked on a short length. Dogs must be led by a responsible adult.
- The whole of the Early Paws site is non-smoking except for the area outside of the main entrance door. We ask you to respect this by disposing of cigarettes in the appropriate ashtray provided.
- If medication is to be administered to dogs in our care, full details of dosage and direction must be written on your check-in form upon arrival. You accept that medications will not be dispensed by a veterinary professional or anyone who holds such qualifications.
- All dogs MUST wear a collar and tag (or details sewn onto the collar) identifying the name and address of the owner, and be microchipped. We will NOT accept your dog onto the premises without one.
- The only time your dog will leave the site during their stay is in case of an emergency situation (Fire, Veterinary care etc) and you accept that this is allowed. A collar with Early Paws' information will be placed onto the dog if they leave the premises under our care.
- Minor injuries, such as a scratch or cut, will be treated by a pet first aid trained member of staff here at Early Paws and you will be informed upon collection. Anything other than a minor injury will be dealt with by taking the dog to our emergency Veterinary Practice (Rose Cottage) and you and your emergency contact will be informed immediately. All owners are liable for any veterinary treatment costs incurred.

- Private dog insurance is recommended, and the policy number and name of the insurer should be given to us for our records if you do possess insurance. This information can be written with the insurance section of your online account.
- We require your emergency contact's: name, number, email address, and home address. Please ensure you have given us this information either on your online booking account or by calling us. Your emergency contact MUST be someone who can pick the dogs up immediately in the event of an emergency.
- The owner consents to Early Paws using their pet's photograph, taken by Early Paws staff, for use on our social media platforms.
- Whilst every precaution is taken to ensure the safety of your dogs, owners leave their dogs here at Early Paws at their own risk.
- You MUST declare any history of veterinary problems that could reoccur while boarding and draw attention to any traits or vices your dogs may have upon drop-off within your check-in sheet.
- Any dogs showing signs of infectious or serious illness cannot attend until free of the illness for 72 hours or as advised by your vet.
- Please check that your booking confirmation email shows the correct dates and times for your dog's stay.
- You MUST pay the non-refundable, non-transferable 25% deposit within 5 days of receiving this confirmation. We reserve the right to cancel if you do not, however please courteously let us know if you no longer require your booking.
- You may cancel your booking at any time, but you will not receive the non-refundable, non-transferable deposit back. You cannot move the deposit to another date.
- Whilst everything reasonably practicable is done to ensure our fields are secure and safe, there may be holes under the fencing, uneven ground, and trees and branches. We accept no liability should your dog escape from the premises or become injured.
- When dropping off and collecting dogs, owners must come straight into reception with their dog secured on a lead; do not walk around the other areas of the site as this could cause problems within the other groups of dogs outside.
- The staff reserve the right to refuse admission to any pets showing signs of serious illness or unsuitability for boarding or day care.
- Any dogs not collected or no further payments have been made within 7 days after the end of their booked stay will be considered to have been abandoned, and will then be sent to the local dog warden.

## OVERNIGHT BOARDING TERMS AND CONDITIONS (TO BE FOLLOWED IN ADDITION TO THE GENERAL TERMS AND CONDITIONS)

- All owners allowing their dog to stay for boarding will be considered to have accepted our terms and conditions including the 'General Terms and Conditions'.
- You may drop off your dog for boarding between the hours of 3pm and 4.30pm. If you drop off later than 4.30pm, you may not be accepted for boarding that night. If you need to drop off earlier you may, by request, pay an early drop off fee of £10 to drop off between 9am - 10.30am.
- You must collect your dog on the day of departure during the hours of 9am - 10.30am. If you need to collect later you may, by request, pay a late collection fee of £10 to be able to collect between 3pm - 4.30pm.
- If you are not on time collecting your dog inside our stipulated collection times, you will be subject to a £5 charge per half an hour that the dog is still in our care.
- If you do not pick up your dog by the time we close, we will either keep the dog for another night (depending on availability) to which you will be charged for, or call your emergency contact to pick the dog up immediately. Please inform us as soon as possible and make other arrangements if you do not think you will be able to collect the dog in time before we close.
- Early collections (i.e you collect your dog 2 days before their expected departure date) will still be charged the full kennelling amount.
- Only dogs from the same household that live together permanently will share a kennel overnight.
- Your dog MUST be correctly vaccinated or we will refuse entry. Vaccination rules:

### **ANNUAL BOOSTER:**

- Given once a year, must be up to date
- Often called Lepto 2 or Lepto 4
- No wait time required
- Example: If your dog has had their booster on Thursday, they can come to us the same day

### **DHP:**

- Given once every 3 years, must be up to date
- Often called DHP or DHPPI
- No wait time required
- Example: If your dog has had their booster on Thursday, they can come to us the same day

### **CANINE COUGH (KENNEL COUGH):**

- Optional, they do not have to have this to come to us
- If you do choose to give it to your dog, you must do it AT LEAST 2 weeks before they come here. If it is done any sooner, they cannot stay as it is a live contagious vaccine

- Example: If your dog has the vaccine on the 10th of the month, they wouldn't be able to come until after the 24th of the month

### **PRIMARY VACCINATIONS:**

- These are your dog's first ever vaccines, often given to puppies or dogs whose annual vaccinations expired and are now having to start again
- They are given in 2 parts, after the first part is given, your vet will tell you to return in 2/4 weeks for the second part.
- Your dog can stay with us 2 weeks AFTER the 2nd part of the primary vaccine is given.
- Example: You take your dog for the second part of the primary vaccine on the 1st of the month, your dog can stay with us after the 14th of the month.

- Please bring your vaccination card with you if this is the first time you're boarding with us, or if you have had your dog vaccinated again since you last attended. Your dog will be refused entry if this is not complied with.

- Licensing also requires us to have proof of flea and worm treatment – either receipt of purchase, veterinary proof, or a signed statement on arrival that you confirm your dog has received it. This signature can be done on your boarding check in sheet to make it easy.

- Licensing requires your dog to receive a MINIMUM of 2 X 20 minute opportunities to exercise outside.

- We have vet scales to help with weight management during their stay.

- If we believe your dog's welfare is at risk at any point (e.g too stressed) and can no longer board with us, we will call your emergency contact who must pick the dog up immediately.

- You provide your own dog's food. You must bring enough food for the entire dog's stay. If your dog runs out of food during its stay, you will be charged a daily rate depending on the retail cost.

- You will need to pay for the dog's boarding stay upon drop off. This is the basic minimum cost (not including bath and dries or extras) that is shown within your booking confirmation email.

- We provide numbered boxes for any items you bring with you, however no responsibility is taken by Early Paws for owner's items used on the premises getting lost or damaged.

- Please do not bring food bowls or bedding (unless they are required for medical reasons) as these are provided by ourselves. We disinfect the bowls daily and also provide fresh bedding every day.

- If you have more than one dog, you will be asked for your consent for them to share the kennel via the Boarding Check-In Sheet you will complete on arrival.

- Bring any medications your dog requires. You MUST write detailed instructions on how to administer them and how often your dog needs to take them upon arrival on the 'Boarding Check-In Notes'. You accept that medications will not be dispensed by a veterinary professional or anyone who holds such qualifications. Controlled medication is kept in a locked cabinet.

- Your dog may be able to exercise with other sociable boarding dogs. You must tell us if this is suitable for your dog or not within the 'Boarding Check-In' Notes on arrival.

- You agree to all the information you provide to us being correct to the best of your ability within the 'Boarding CheckIn Notes' that you will fill in on each occasion you board with us. This will take into account your dog's current behaviour and exercise needs.

## DAY BOARDING TERMS AND CONDITIONS (TO BE FOLLOWED IN ADDITION TO THE GENERAL TERMS AND CONDITIONS)

- All owners allowing their dogs to stay for Day Boarding will be considered to have accepted our terms and conditions including the 'General Terms and Conditions'.
- You may drop your dog off between the hours of 8am-10am only.
- You may collect your dog between the hours of 4pm-6pm only.
- If you do not pick up your dog by the time we close, we will either keep the dog in the boarding kennels overnight (depending on availability) to which you will be charged for and unable to pick up until the next morning, or call your emergency contact to pick the dog up immediately. Please inform us as soon as possible and make other arrangements if you do not think you will be able to collect the dog in time before we close.
- Your dog MUST be fully vaccinated. For the vaccination rules, please see the vaccination rules found above in the overnight boarding section.
- On their first visit, and periodically at the staff member's discretion, you will be asked to complete a 'Check-In Notes' form. You confirm that the information you provide us is correct and considers your dog's behaviour and exercise needs. You MUST inform us if any of the information changes.

By signing these terms and conditions, you agree that you have fully read and understood each part. Please add your written (not typed) signature below to confirm. Thank you, Early Paws Team.