



## Terms and Conditions

Muttley's Dog Boarding is fully licensed, insured, Criminal Records Bureau checked and a registered member of the National Association of Registered Pet Sitters (NarpsUK)

### 1. Bookings

- 1.1 Bookings will only be accepted after all the necessary forms have been completed and payment made in accordance with the price list applicable at the time of booking. Bank holidays and Public Holidays will be subject to additional fees which will be advised at the time of booking.
- 1.2 Dog Boarding / Day Care
  - 1.2.1 A familiarisation visit is required, prior to reservations, for all new clients.
- 1.3 Dog Boarding Visits
  - 1.3.1 An in-home consultation is required, prior to reservations, for all new clients.
  - 1.3.2 Muttley's Dog Boarding will provide a time interval during which pet visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 1.4 Bookings may be accepted up to 24 hours before the service begins.
- 1.5 Muttley's Dog Boarding carefully schedules its time to serve you and our other clients, therefore there are no refunds or credits for early returns or last minute changes to pet care.
- 1.6 In the event that the client is delayed on return, they must inform Muttley's Dog Boarding immediately, and Muttley's Dog Boarding will endeavour to make arrangements for continued cover.
- 1.7 The client must notify Muttley's Dog Boarding of their return as soon as possible. Muttley's Dog Boarding will continue visits unless the client confirms they have returned and this service is no longer required. The client will be charged a full visit fee for any unnecessary visits made.

### 2. Payment

- 2.1 Muttley's Dog Boarding accepts payment by cash or BACs made payable to 'Mrs Joyce Foy'.  
Sort code: 77-02-02 Account Number: 25633168
- 2.2 A 50% deposit of the total sum due is payable to Muttley's Dog Boarding to secure the booking.
- 2.3 The remaining balance is due on the return date and collection of your pet.
- 2.4 In the event that the client is delayed on return, additional fees for continued care will be added to the outstanding balance.
- 2.5 Where services are required long term, the client may make payment on a monthly basis.

### **3. Cancellation Rights**

- 3.1 The client has the right to cancel the agreement within 7 days unless the service begins within that period.
- 3.2 Cancellation is accepted either by telephone or in writing from the client.
- 3.3 Booking cancellations require sufficient notice. Less than 7 days of notice you will be charged at 50% of the total booking amount.

### **4. Duty of Care**

- 4.1 Muttley's Dog Boarding highly respects the clients trust with the care of their pet and where necessary, having access to the clients property.
- 4.2 Muttley's Dog Boarding will utilise its skill and knowledge to ensure the standards of care provided to the pets and any property is appropriate.
- 4.3 Any change in a pets routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Pets have no concept or ability to understand their owners absence is temporary and they will be coming back. Muttley's Dog Boarding understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain their normal daily routines.
- 4.4 In the event of extreme weather which may have an adverse effect on your pet e.g. heat or thunder storms, Muttley's Dog Boarding, at its sole discretion, shall take whatever action it considers necessary, including not carrying our scheduled exercise until it is, in its opinion, safe to do so.

### **5. Dog Boarding / Day Care**

- 5.1 A dog sitting service cannot be provided within the clients home.
- 5.2 No intact (uncastrated) male dogs or bitches in season will be boarded
- 5.3 Puppies up to 1 year of age by special arrangement and an additional fee.
- 5.4 Muttley's Dog Boarding will not board or walk unruly or untrained dogs.
- 5.5 Dogs will only be walked on leads unless an off lead permission form is signed.

### **6. Aggressive or Unsociable Animals**

- 6.1 The client will indemnify Muttley's Dog Boarding against any damage or injury caused by the pet towards any property, person or other animal, this will include, but is not limited to veterinary, medical and legal fees.
- 6.2 Muttley's Dog Boarding will not accept aggressive animals or dogs listed under the Dangerous Dogs Act 1991.
- 6.3 In the event of a pets behaviour exceeding what would be considered normal or acceptable towards people or other animals, Muttley's Dog Boarding shall, in its sole discretion, take whatever action it considers necessary in the best interest of the animal and other animals or people which may be encountered. This may include refusal to walk a dog or in extreme circumstances termination of the contract and placing the pet in a boarding kennel and will be subject to a transfer charge and any additional fees.

- 6.4 If the client's pet, whilst being boarded or walked shows aggressive tendencies towards Muttley's Pet Sitting or family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the pet be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge and any additional fees.
- 6.5 The client agrees that on booking services for their dog that they have represented that the dog has not show aggression or caused harm, or threatening behaviour to any individual and/or any animal. The client agrees to contact Muttley's Dog Boarding as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or animal.
- 6.6 Muttley's Dog Boarding will not be liable for any refund of fees paid, where the behaviour is not specified within the relevant section of the booking form.

## **7. Necessities**

- 7.1 Muttley's Dog Boarding will properly dispose of pet waste, however the client shall ensure there is an appropriate supply of bags for that purpose, and indicate their preferred method / location of disposal.
- 7.2 The client shall provide sufficient food, cat litter and any treats for their pet for the duration of the service.
- 7.3 The client shall provide secure collars with name/address tags and leads.
- 7.4 The client should leave their thermostat settings within a normal comfortable range. If the house temperature is outside of this range, Muttley's Dog Boarding will adjust the thermostat to ensure the health and comfort of your pet.

## **8. House Cleanliness**

- 8.1 Muttley's Dog Boarding will keep the clients house, pet and pet equipment in a clean and tidy state as found and will only provide services agreed specifically and listed in the service agreement.
- 8.2 Muttley's Dog Boarding shall clean up after your pet to the best of its ability.
- 8.3 The client shall make available cleaning materials in the event of any 'accidents' within their property.
- 8.4 The client shall show Muttley's Dog Boarding the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
- 8.5 Muttley's Dog Boarding may charge additional fees for cleaning up after pets where the time or number of occurrences exceeds what would be considered to be acceptable.

## **9. Medication**

- 9.1 It shall be the client's sole responsibility to ensure Muttley's Dog Boarding is fully aware of any health issues the pet is experiencing, or has suffered in the past. Muttley's Dog Boarding cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed by the client.
- 9.2 Muttley's Dog Boarding shall follow instruction given within the booking form and, if applicable, medication form but cannot be held liable for any complications which may arise.

- 9.3 The client should ensure that all pets boarded with Muttley's Dog Boarding are in good health with no contagious conditions.
- 9.4.1 Under no circumstances will Muttley's Dog Boarding board any pet that has any form of active contagious disease.
- 9.4.2 In the event of a pet having a contagious disease which has not been disclosed, the client may be liable for the costs of treatment given to other animals which become infected.
- 9.5 Muttley's Dog Boarding needs to verify a valid vaccination certificate. This ensures the health of our own, current and future pet visitors. A copy of such certificate will be kept on file for future bookings if necessary.
- 9.6 Vaccinations must be completed 4 weeks prior to the first date of boarding.
- 9.7 If Muttley's Dog Boarding or family is bitten or exposed to any disease or ailment received from the clients pet which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
- 9.8 Flea and worming treatment must be up to date. In the event of a flea or worm infestation, Muttley's Dog Boarding will treat the pet at the clients expense.
- 9.9 In the event of unexpected pet illness we require details of your appointed veterinary practice where your pet will be taken to for treatment. All costs will be met by the client.

## **10. Miscellaneous**

- 10.1 Clients must provide all food and items of equipment necessary for pet care during their time of absence.
- 10.2 In the event that items need to be purchased to enable Muttley's Dog Boarding to properly perform its duties as insufficient quantities were left by the client, or it is considered necessary in the interests of the health and wellbeing of the pet, the client shall reimburse Muttley's Dog Boarding upon production of a receipt for the items.

## **11. Security of Keys**

- 11.1 There will be no charge for key collection or key return to the client within a 5 mile radius. Outside of a 5 mile radius, an additional charge will be applied.
- 11.2 Where it is necessary for Muttley's Dog Boarding to hold keys to a property, the client shall provide one of each key needed.
- 11.3 It is recommended that your keys remain with Muttley's Dog Boarding for convenience, for future use of our services and to confirm future bookings by telephone/email.
- 11.4 Keys will be returned on request, upon completion of the services, providing all fees due have been paid.

## **12. Change of Details**

- 12.1 Please inform Muttley's Dog Boarding of any changes regarding your contact numbers, your pet care needs, your appointed vet clinic or emergency contact details and any other relevant information.

- 12.2 It shall be the clients sole responsibility to ensure the information provided to Muttley's Dog Boarding is current and up to date. The client agrees to accept any decision made by Muttley's Dog Boarding in the event of not being able to contact the client as a result of wrong information held. If Muttley's Pet Sitting is subjected to any expenditure as a results of the decision, that expenditure shall be recoverable from the client. Please inform Muttley's Dog Boarding of any errors made on the Booking Form so these can be amended or please request a new form.

## **13. Emergencies**

- 13.1 An emergency contact must be provided by the client who can make a decision relating to the clients pet or home in an emergency. If this contact is unavailable, Muttley's Dog Boarding reserves the right to consult a veterinarian and make decisions in the best interest of the pet and the clients home.
- 13.2 In the event of a household emergency the client in the first instance, or the clients emergency contact will be contacted to arrange any remedial work.

## **14. Privacy**

- 14.1 Muttley's Dog Boarding shall not use or pass any client information to a third party. All information relating to the client, their property and pet will be stored in accordance with the Data Protection Act 1998.
- 14.2 Any clients who no longer wish to use our services will have their details destroyed in compliance with the Data Protection Act 1998.

## **15. Insurance**

- 15.1 Muttley's Dog Boarding maintains Public Liability Insurance and is DBS checked for the peace of mind of its clients.
- 15.2 The insurance covers Muttley's Dog Boarding for the services defined within the booking form during the times or periods specified.
- 15.3 It shall be the sole responsibility of the client to ensure their property, its contents and pets are adequately insured throughout the duration of the scheduled services.
- 15.4 You are advised to check to see if your insurance provider needs to be informed that someone will have access to your property whilst you are away.
- 15.5 Muttley's Dog Boarding has no liability for break in / vandalism of property during the use of its services. The client should ensure all windows and doors are secure and locked before leaving.
- 15.6 Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.
- 15.7 It is understood that the client will notify anyone with access to the home that the services of Muttley's Dog Boarding have been engaged.
- 15.8 Muttley's Dog Boarding shall not be liable for other persons or their actions or omissions who will be in, or have access to your property before, during or after services have been rendered.