

**TERMS AND CONDITIONS.**

**Furry Friends Pet Minding Service will always guarantee that your pet is safe, exercised, stimulated and given love and attention at all times. I treat every pet as I would my own.**

**OWNER- Miss Yvonne Dearman.**

 **172, Clockhouse Lane, Collier Row, Essex, RM5 2TL.**

**I am DBS checked and fully insured.**

**Please see my website for Testimonials!**

**GENERAL TERMS AND CONDITIONS.**

These terms and conditions are a binding agreement between ‘you’ the owner, and Furry Friends.

1.Terms and conditions must be accepted by signing and submitting a completed and dated Booking Form which will confirm your acceptance and your wish to continue with the booking.

2. Bookings will not be accepted until a completed booking form and full deposit has been received (due at the time of submitting the Booking Form).

**Please note deposits are non-refundable.**

Payments can be made by BACS, cash, or card. Please also note an extra 2% is added if a card payment to cover card charges.

3. Balance of payment is due prior to your pets boarding.

4. We request proof of your dog’s vaccination and insurance records (if applicable) at the time of booking.

5. You agree to provide full honest and detailed information within the booking form about your dog. We require you to keep us informed of any relevant changes to the initially provided information if you continue to use Furry Friends in the future, at the start of the new contract.

6. You must confirm that your dog has not been sick with any contagious disease

 or condition within the last 30 days prior to your boarding date.

7. Although every care is taken to prevent contact with dogs with kennel cough, the incubation period means that it is always possible that your dog may pick this up. We cannot be held liable for this.

We suggest you discuss a kennel cough vaccination with your vet.

8. Furry Friends always take care to ensure the safety and wellbeing of your dog.

But if your dog were to become unwell or has an accident during their booking, we will take them to a Veterinary Surgery. You agree to be responsible for full payment of veterinary fees incurred, including any reimbursement if any payments have been made by Furry Friends, upon your return.

We recommend that your dog is insured against sickness, accident, injury and third- party liability prior to the start of the booking.

If insured, please provide the insurance details (or copy of the certificate), so we can inform the insurance company on your behalf.

9. A completed booking form gives us authorisation to take your dog to the vet if deemed necessary, whilst also confirming that you will either reimburse Furry Friends for any fees or costs or if applicable pay the Veterinary Surgery directly, whichever applies.

N.B. If your vet is closed and we are unable to take your pet to your current veterinary surgery, we will use Goddard Veterinary Practice in Collier Row Essex. By signing the Terms and Conditions form you are giving them permission to access your pet’s medical records from your current vets if needed.

10. Although Furry Friends makes every effort to ensure your dog is safe and cared for, we cannot be liable for any form of theft, loss, injury whatever the cause or reason, unless you can prove Furry Friends has been negligent.

11. No dog registered under the Dangerous Dog Act 1991 will be accepted for home boarding or walking. Your dog will always be pre-assessed before we will confirm any booking.

12. Photos taken during your dog’s stay are the property of Furry Friends.

If you do not want them to be used on our website or shared on social media sites, please reply ‘NO’ on the booking form.

13. Furry Friends expect and require total honesty regarding your dog’s health and behaviour before your dog’s stay.

If you are concerned how your dog will fit in, a trial stay for 1 or 2 nights is recommended at the **standard rate** prior to your going on holiday.

14. Your dog must be microchipped. Number should be provided along with telephone details please.

15. Please ensure that your dog wears a collar with a tag giving the name and address and postcode of the owner engraved on it. Also, your mobile number. This is in accordance with the Control of Dogs Order 1992 making it compulsory. We will add our tag when in our care to ensure if your dog ‘escaped’, we could be contacted.

16. Your Dog’s behaviour must be non-aggressive to people or other dogs.

Should it show aggressive tendencies or become unmanageable we would contact you immediately. If you are unable to arrange for alternative accommodation for the duration of your Holiday, we will arrange for them to be placed in a local reputable dog boarding kennel at your expense inclusive of a £20 transfer charge.

No refund will be given by Furry Friends.

For a day booking, the dog will just be kept separate until collection. Aggressive dogs will not be allowed to return and there will be no refund.

17. Your dog must have up to date treatment for worms and fleas, and by agreeing to our terms and conditions on the booking form you confirm this.

18. The owner must inform us of any recent illness or injury to your dog and advise us of any veterinary recommendations or medication.

19. We cannot be held liable for any theft or damage to your property, or any injury/illness to your pet unless we can be shown to be negligent.

20. We reserve the right to either impose supplementary charges and/or terminate this agreement, if the booking changes from the description originally given by the client.

21. We reserve the right to deny or terminate service, because of safety or financial concerns.

22.We will try to give 24hrs notice of any cancellations. The owner will be given a full refund if we cancel a walk.

**Please note if you cancel a walk and give less than 24hrs notice, Furry Friends will expect full payment.**

23. All keys and personal information of the owners and pets will be kept in a secure place.

24. Your personal information is confidential, and we will never pass it onto a third party.

25. Signed and dated acceptance of terms and conditions is required via email or a hard copy. (A proper manual signature please). We are happy to supply a hard copy for you to sign if you are unable to print off the form.

This is a binding agreement including payment of all fees on time.

**Veterinary Details.**

If we need to take your pet to the vet, please ensure you give permission to your emergency contact to make any decisions required regarding your dog’s welfare and agree to pay the fees.

You agree that if your dog attacks or is involved in a fight with another dog / person that you are responsible to any claims in respect of injuries to another animal.

We recommend that your dog is insured against sickness, accident, or injury and for third party liability prior to the booking.

**Damage to my property.**

Your dog must not be known to chew scratch or destroy furniture or household fittings under normal circumstances. Should your dog’s behaviour become uncontrollable,

destructive or unreasonable (if it is a board booking), you accept that we would contact you immediately. If you are unable to sort out alternative accommodation they could be placed in a suitable approved dog boarding kennel at your expense until your return. No refund will be given by Furry Friends, and a £20 transfer fee will be charged.

Any damages by day care or boarding dogs will be paid for by you directly on your return.

**Cancellations**.

If you cancel your booking for any reason, you will not receive any credit or refund.

If you collect your pet before the confirmed end date of the board no refund will be given.

We also reserve the right to decline a booking or terminate a confirmed booking.

If this were to occur, you will be contacted with an explanation, and

arrangements for your collecting your dog will be made.

Our aim is to keep all dogs safe and happy. If one dog makes this impossible, it must be removed as soon as possible.

As dog owners we all think we know the behavioural pattern of our dogs, however when we put them in new surroundings and with other dogs it can sometimes surprise us.

N.B. I will not normally board a dog without a trial overnight stay at the usual rate. (There may be exceptions to this rule according to the animal).

If more than one dog is booked in for a stay, I will ask to have them together in advance to check that they will get on together. Whichever dog booked in first will get priority.

**With all these conditions in place I can be sure that ‘Furry Friends Holiday Hotel’ is a safe happy and fun place to stay, and that we have taken every precaution to ensure this!**

**We look forward to welcoming you soon!!!!!!**

Many Thanks,

Yvonne.