

# Hound in the City

## Terms & Conditions:



Here are our Terms & Conditions at Hound in the City (HITC) to engage with our Services.

By a) enrolling a dog with or b) permitting a dog to attend or c) accepting the Services of HITC, the Client is deemed to have accepted these Terms and Conditions. These come into effect from 1 January 2023 and will be reviewed on a minimum 6 monthly basis.

### **Our Commitment to our Clients:**

HITC operates a small Service which helps enable us to meet the highest standards of care for our Client's dogs. Our key priorities are to ensure the enrichment, safety & the wellbeing of all dogs under our care, at all times.

HITC: is insured by Cliverton, holds Gold Membership at the National Association of Pet Sitters & Dog Walkers UK and regularly updates their courses on Canine First Aid / Animal Law & Regulations.

### **1. Initial Assessment:**

1.1: Prior to engaging with HITC's Services, all dogs undergo a minimum full day trial for us to assess their needs, temperament & suitability to join daycare and/ or boarding.

### **2. Engagement of Services:**

2.1: Following a successful initial assessment, Clients complete & sign an Information Form.

2.2: Clients must ensure that their dog/s vaccinations are kept up to date (includes Kennel Cough) plus regular deworming and flea treatments. Please note that Kennel Cough is not a standard vaccination provided by vets but due to being a highly contagious airborne virus, it is a strict requirement for daycare or boarding with HITC. It is important to note that the Kennel Cough vaccination only provides protection for the most common strain and therefore will not cover your dog completely from catching the virus.

2.3: Clients must make a complete disclosure to HITC of any matter, fact, quality or characteristic which might deem their dog unsuitable for dog daycare or boarding, including, but not limited to:

- behavioural or health problems
- anti-social behavior including aggression & fear of dogs and/or people
- excessive pulling on the lead
- separation anxiety
- resource guarding
- poor recall & risk of running away
- excessive loud barking/ whining
- reactivity to other dogs and/or people

- lack of housetraining
- destructive behaviour inside or outside the home
- excessive mounting of dogs and/ or people

2.4: HITC does not require a male dog to be neutered. We will instead assess their behaviour case by case.

2.5 HITC cannot look after female dogs in Season. This is normally for 3-4 weeks.

2.6 Failure on the Client's part to disclose any matter which in HITC's view might deem your dog unsuitable for dog daycare or boarding may result in the non-acceptance of the dog and termination of any bookings and renders this contract invalid.

2.7: HITC puts a lot of emphasis on adventurous walks out with the dogs. It is therefore required that your dog has good recall and can walk off lead in a safe setting. However, off lead walks require assessing recall first, building up a bond with your dog and signed consent.

2.8: When a Client has provided consent for HITC to walk their dog off lead in a safe setting - HITC will not carry any liability if your dog becomes injured or lost.

### **3. Pet Insurance**

3.1: Client's dog/s must be covered under Pet Insurance

### **4. Health & Injuries**

4.1: HITC will immediately prioritise a dog who becomes unwell or injured and simultaneously ensure the safety of other dogs under our care. Under exceptional circumstances, this may mean that our normal walk routines are compromised but we will always aim to adjust for this during the day where reasonably possible.

4.2: HITC may act in the Client's absence as guardian of their dog and may perform or take any action which they deem necessary in order to protect and keep in good health the Client's dog. In the event of an emergency situation HITC have the authority to make important healthcare related decisions on behalf of the Client in the instance that the Client cannot be contacted and the matter is a dog welfare issue - in collaboration with our partnered vets.

4.3: If any Client knows or has reason to believe that their dog is suffering from a condition that is or may be transmitted to other dogs by way of infection or contagion, that Client shall:

- notify HITC immediately
- not return the dog to daycare until such a time as the dog is no longer infectious/ contagious, such period to be determined by either (i) agreement with HITC, or (ii) confirmation by a qualified vet that the dog is no longer infectious/ contagious.

4.4: Any Client who fails to comply with the above shall be potentially liable for all losses incurred by HITC as a result of such failure.

### **5. Bookings:**

5.1: HITC operates a fixed weekly dog daycare Service

5.2: Ad hoc dog daycare is available on request and we aim to be as flexible as possible to meet our Client's needs.

5.3: HITC requires advanced notice if a Client's dog needs overnight boarding. There are normally 1-2 spaces allocated. In the event of an emergency, HITC will always do our best to accommodate, where possible at last minute.

### **6. Cancellations from Clients:**

6.1: In the event of a Client's dog being unwell or on 'holiday leave' - HITC factors in a four week 'holiday allowance' which is included in our agreed prices. For example: if a Client's dog attends daycare 3 times weekly then 12 days will not be charged if their dog doesn't attend for any reason.

6.2: Over and above (6.1): HITC requires a minimum 24-hour notice for sickness or leave for dog daycare bookings, otherwise full charges do apply. This enables HITC to maintain a Client's regular weekly dog daycare slot/s.

6.3: Over and above (6.1): HITC requires a minimum 30 days' notice for boarding to incur no charges. Less than this & up to 14 days incurs a 50% charge and thereafter incurs 100% charge of agreed prices.

6.4: Where possible: please provide a minimum 30 days' notice for holiday leave. This provides HITC an opportunity to offer available daycare slots to other Client's on an ad-hoc basis.

6.5: At the point of HITC accepting a dog into daycare or boarding who HITC assess to be unwell, then it is possible that the booking will be cancelled. If the Client is not present, we will contact them immediately.

6.6: Where indicated, HITC will endeavor to do home visits & arrange consultations with vets. Please note that there may be an additional cost for time & travel. All related vet costs will be covered by the Client.

6.7: When there are exceptional circumstances, HITC will do our utmost to consider on a case by case basis.

## **7. Cancellations from HITC:**

7.1: HITC will endeavor to provide a minimum 72 hours' notice to Clients if we are unable to operate the Service due to ill health or urgent reasons.

7.2: In the event of HITC unable to provide less than 24 hours' notice, we will contact Client's by their preferred method immediately.

7.3: At all times, HITC will endeavor to arrange a reduced Service but please do note that this is unfortunately not always possible.

7.4: HITC will aim to cover any inconvenience by rescheduling days where possible or to not charge you.

## **8: HITC Annual Leave (A/L):**

8.1: HITC aims to provide Client's with a minimum 3 months' advance notice.

8.2: Clients are not charged during this period.

## **9. Payments:**

**9.1:** HITC sends Clients an invoice via email at the end of each month.

**9.2:** Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice or, by the date specified on the invoice. Preferred payment is by bank transfer.

## **10. Termination of Services**

10.1: HITC requires a minimum 30 days' notice from Clients.

10.2: HITC reserves the right to cancel any Services with immediate effect if a Client hasn't adhered to our Terms & Conditions. Payment will then be due immediately on invoice for any Services supplied.

# Hound in the City

January 2023

