



Woof's Terms and Conditions Policy

By allowing or organising your dog to participate in the services we provide, and/ or by signing our enrollment form; you accept, agree and understand the following terms and conditions:

We feel it's important for you to know that although we do everything we can to ensure the safety and happiness of your dog, there are some risks involved with our activities that you should be aware of- risks most of which are present in every day life for your dog in situations they will be in, even out of daycare, boarding or any other of our activities.

- 1. SEX** For our Day care and Boarding facility, we require all males, over the age of 6 months, to be neutered and do not take females in season.
Entire Males, and Females in season can be accepted on our individual walks and pop in services.
- 2. AGE** Only dogs over the age of 6 months are accepted into Day care and boarding.
- 3. VACCINATIONS** We require all pets to be fully vaccinated (including kennel cough) prior to joining any of our services. Dogs must have had their Kennel cough vaccination at least 10 days before their attendance date.
A copy of each dog's vaccination record will be kept on file and updated annually.
- 4. HEALTH** Owners will need to clarify that their dogs are in good health and that they do not have any potentially contagious conditions. Eye infections, stomach upsets and coughs can be spread easily. We **MUST** be made aware for the sake of the other dogs. If your dog is unable to come to Day care due to an ailment, alternative care solutions can be made. Your pet must be enrolled on a flea/ worming programme and be vaccinated against Kennel cough.
- 5. LEADS & COLLARS** All dogs must enter and exit the facility on a lead. Legally, all dogs should wear a collar with a name-tag in public. A secure, robust and well fitted collar or harness must be worn by all dogs at Woof.
The boundary of Woof is a 4ft-meshed fence. If your dog is likely to be able to jump this or has the tendency to want to escape, your dog must be kept on lead at all times whilst at Woof!.
We are bordered by acres of fields and farmland which is home to many rabbits, foxes, sheep and deer. If your dog has a high prey instinct and is likely to chase animals and livestock, we recommend they stay on lead whilst at Woof.
- 6. BEDDING** If your dog is staying with us overnight, please bring your dog's normal bed, crate, matt or other usual sleeping arrangement they have. Keeping the most similar routine for your dog(s) helps them settle and feel most comfortable during their stay.

If you don't already, we ask you get your dog(s) used to sleeping in a separate room away from you prior to boarding at our facility e.g. if your dog usually sleeps in your bedroom. Woof do not allow any dogs to sleep on the sofas at night. Due to it being a home environment dogs that suffer from separation anxiety or chewing at night, will not be suitable for boarding at Woof.

- 7. LOCATION** Our facility for Day care, Boarding and Adventure Walks is a bungalow and Log Cabin with 10 acres of dog friendly fields in which we exercise and walk the dogs that are staying with us. All dogs will walk in the field off lead unless requested they not by the owner. With any off lead environment, there is a risk to dogs security. We work hard to ensure that dogs get the greatest amount of fun, interaction and exercise while they are with us. Our daycare is totally secured by perimeter fencing, with a wire mesh and stands at around 4ft high. It is essential you tell us if your dog(s) would/ could try and jump this fence height, or has the tendency to escape/ bad recall, so they can be kept on lead. By organising activities with us, you accept these risks and agree not to hold Woof liable for any escapes. Staff are with dogs at all times whilst in the fields and on walks to lower all risks of escape.

Dogs will spend their time at Day care, Boarding and adventure walks with other dogs from other families. All other dogs are well vetted and go through a strict entrance and suitability procedure, to ensure we only have friendly and sociable dogs at Day care, Boarding and other multi-dog services. All dogs Boarding will share the living room during their stay, so it is important your dog(s) are already comfortable being left alone at night. Any persistent crying, whining or barking during the night can cause unnecessary stress to other boarders that are staying.

Activities away from the main Woof facility can be arranged with Woof and will usually involve Pop Ins at your home or a walk around your local area (Door to door walk). Woof will only walk your dog(s) on lead whilst out in public places. Dogs can be off lead on Pop Ins if agreed prior with you and the off-lead waiver signed. Woof reserve the right to use our personal judgment to cut short a walk or Pop In, which would be in the best interests of the safety of your dog. You should notify your neighbors that a member of Woof will be visiting your property in your absence. In your home we will take all steps to ensure it is safe and secure, but we cannot be held responsible for damage, burglaries or accidents/damage caused by your pets.

- 8. PICK UP/ DROP OFF** For Doggy Day Care and Adventure Walk services Pick up and drop off are done by Woof in our custom made Doggy Buses.
If you are Boarding or have arranged a drop off or collection time for you from Woof's premises, please out of courtesy to our neighbors, keep a maximum speed limit of 10mph along the driveway, and ensure you keep your car on the drive way at all times and not on the grass verges.
Please ensure your dog is on the lead when dropped off and handed securely to a staff member of Woof.
Please encourage your dog to keep any excited barking to a minimum on drop off/ pick up.
Due to terms of our council issued license, children under the age of 16 are not

allowed onto Woof's facilities at anytime (We ask that you do not bring any children along to any meet & greets, introductions or scheduled daycare, walks or boarding sessions).

9. **FOOD** All food bought to the day care must be portioned and stored in airtight containers and marked clearly with the dogs name and surname, including date and feeding times/ instructions.
10. **TREATS** In order to provide your dog with a positive learning experience whilst at Woof, we will reinforce your dog's good behaviour and ignore unwanted behaviour such as Jumping etc... Your dog(s) will be given treats supplied by you or Woof unless otherwise instructed.
11. **BEHAVIOUR** All dogs must be non-aggressive and not food or toy possessive. Owners will need to certify that their dog(s) have not shown aggressive or threatening behaviour towards people or other dogs. Woof reserve the right to decline or terminate a booking in any circumstance.

Dogs mixing with other dogs (including other sized dogs and dogs of different ages and breeds) is a vital part of their life and socialisation. During the time your dog is at/ with Woof, they will come into contact with other dogs in off lead and open space environment. In the vast majority of cases this is a hugely positive experience; however, as with any group interaction, this presents the risk of dog-on-dog aggression, fights, bites, accidents etc. By enrolling in our activities, you accept all of these risks and agree not to hold Woof liable. We ask owners to accept legal responsibility for their own dogs behaviour, and assume any legal and veterinary costs to other dogs and property damage costs associated with their dogs behaviour. By organising activities with us, you agree to cover such costs and allow us to pass over personal information to any official authority or to any other dog or property owners that have suffered as a result of your dog's actions so that they may make contact with you. We will keep you informed of any altercation involving your dog, whether damage or injury occurred or not. We also reserve the right to dismiss any dog that shows dangerous or inappropriate behaviour from all services at Woof with immediate effect, even if it is a one off or out of character. By organising for your dog(s) to participate in our services, you are confirming that dog has no record of aggressive or anti-social behaviour and you have made a full and frank disclosure of any characteristic or trait that might make their dog unsuitable for socialising with other dogs. If we feel that a dog does pose any risk to any other dog, even if you do not agree, we reserve the right to dismiss this dog with immediate effect. We will never take a dog into our services if we feel they pose any risk to people or other dogs and we reserve the right to muzzle any dog we think needs to be muzzled to prevent injury to our staff, the public or any other dog. Although these risks are always present within groups of dogs, we do everything possible to reduce the risks to as low as possible. Our entrance policy is strict and we refuse to accept any dogs that show signs of aggression or antisocial behaviour, and dismiss any dogs showing signs of aggression from daycare, Boarding or any other activity immediately, no matter how long they have been attending.

Woof encourage positive learning and reinforcement by ignoring unwanted behaviour and rewarding good behaviour. Woof do not allow any dogs on to any furniture at any time.

12. ACCIDENTS, INJURIES AND ILLNESS We take the greatest possible care of all the dogs we are responsible for, however as stated before, injuries can occur for a variety of reasons. Should your dog be involved in any incident, our staff will check your dog over for injuries, however our staff are not trained vets so we ask that you check over your dogs further at home or seek professional opinion. You agree not to hold Woof responsible for failing to spot that an injury or illness has occurred, or that the nature of the injury is worse than first realised. Should your dog show any obvious injury, we will inform you immediately and take your dog to the vet specified by you, or if not available, we will take them to our nearest vet. By organising activities with us, you give permission for Woof to authorise any treatment/ procedure etc that the vet deems necessary to carry out immediately or to prevent suffering, and agree to pay the associated fees or reimburse Woof for the full amount- including consultation or out of hours charges. This is to ensure your dog doesn't suffer waiting if we can't contact you before hand. We have Canine First Aid kits present at all times in on location. This also applies when a dog shows signs of sickness or discomfort that we feel needs investigating by a vet- particularly if they are staying with us for a long period of time (more than 12 hours). We will always try to get in touch with you beforehand, but you authorise us to request investigatory procedures and surgery should it be deemed necessary before your dog is due to return to you. You agree to cover these costs in full directly with the vet, or reimburse Woof should we not be able to get in contact with you. We strongly recommend that you purchase pet insurance for your dog that covers them while they are under our care. It is important to understand that despite all our best efforts, dogs can get sick or injured for a variety of reasons. We believe in letting dogs be dogs and run around and play with each other and on a variety of surfaces and equipment. This can include raised objects and structures, grass, woodchip, bare soil and rocky areas that they could, for example, chew/ swallow/ cut themselves on/ jump from. We also have a variety of play equipment and toys on site that dogs have access to at all times. Although we make these surfaces and equipment as safe as possible, through play and interaction with these items and surfaces, there is a greater risk of injury than without them- however it also makes the daycare a more fun and interactive place for them to be. By using Woof, you accept this and will not hold us liable (financially or otherwise) for any injury, accident or sickness that occurs as a result of normal day to day participation in our daycare.

13. ENROLMENT All dogs must have a complete, up-to-date and approved enrolment form on file. All dogs must undergo an initial suitability assessment and be approved by a member of staff. Those enrolled into Day Care and Adventure Walks must commit to attending at least one regular session a week which will be discussed prior to joining. Only regular Day Care dogs can join the Boarding services.

14. **TRANSPORT** Our vans are professionally fitted with the highest quality cages and offer the safest way of transporting your dog- however vehicle transport always presents a small level of risk from collisions etc. and due to being unattended in the rear of the vehicle when drivers are driving or picking up/ dropping off another dog. You agree to allow us to transport your dog in any of our vans to any required location and agree to not hold Woof liable for injury or death caused by a road traffic collision or incident involving our van/ car or another vehicle.

15. **KEYS & HOME ACCESS** Owners must give Woof team members a full brief of access to the house for pop in, walk or collection/ drop off. Any keys needed must be well labelled and given to a team member. A member of Woof will follow your requested procedures for collection/ drop off at all times and will take all steps to ensure it is safe and secure, but we cannot be held responsible for burglaries or accidents/damage caused by your pets.

Keys will be securely locked away in our premises when not being used for pick up/ drop off.

If a key is not provided and the owner is not at home, the dog(s) will be returned to Woof where they will be kept until a collection time is agreed with the owner. This will incur an hourly surcharge detailed below.

16. **Trial Night (Boarding only)** All enrolled dogs for must attend at least one nights boarding prior to their requested dates (This includes regular daycare, walks or pop in dogs). This is to get to know the dog(s) when they not with/ at their owners and check for any unseen issues before the boarding date. It is highly recommended your dog(s) regularly visit our daycare to get to know us well before the boarding dates.

17. **FEES**

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| Full Day Daycare - | £25 per dog (Including Pick up & drop) |
| 24hr Boarding - | £35 per dog |
| Adventure Walks - | £13 for one hour (Including Pick up & drop off either side) |
| Puppy Club - | £20 for one hour (Including Pick up & drop off either side) |
| Pop Ins - | £10 for 20 minutes - £20 for 2x 20 minutes (Same day) |
| Pet Taxi - | Prices on request |

Clients must must pay for all services within 5 days of the invoice being provided (Last day of every month) unless otherwise agreed by Woof.

18. **HOURS OF OPERATION**

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| Daycare: | Monday – Friday 08:00 – 17:00 |
| Pick Up: | 08:00 – 09:00 |
| Drop Off: | 16:00 – 17:00 |

Boarding: As requested

Extra Hours can be pre-arranged at an extra £5 per hour (Pre-booking only & DOA).

19. CANCELLATIONS

14 days+ notice = No charge

Less than 14 days notice = Full charge (Client owes full booking price)

By signing the Woof enrolment form, I certify that I have read the Terms and Conditions and understand, and agree and intend on my own behalf, and on behalf of my agents, representatives, relatives, successors, and assigns, to be bound by all the terms and conditions contained in the above.