

## Terms & Conditions

Our priorities at The Dognasium are the welfare of the dogs using our facilities and client satisfaction. We will endeavour to give you and your dog the best service we can. We welcome feedback, good or bad, from all our clients so please do not hesitate to contact us if you do not agree with any of the following terms and conditions (which apply, as appropriate, to all services we provide).

All dogs coming to the The Dognasium must undergo a 'trial' meeting in order for us to assess their energy levels, social behaviour and to check for any signs of aggression or unsociable habits. Irrespective of the services to be provided, we require all our clients to fill out an **Enrolment Form** (one per dog) which will help us in our assessment. It is important that the information you provide is correct and complete. Do not leave out any 'not so good' points about your dog's behaviour and remember we are happy to discuss any points you are not clear about.

The Enrolment Form will be discussed with you as part of the initial assessment and kept on file for repeat services. We expect that you advise us of any relevant changes to your circumstances in writing or email. By completing an Enrolment Form you will be confirming your agreement to these terms and conditions and that we may rely on the information provided in it. It is your responsibility to update your contact details with us.

We will not share your details with other organisations however we may routinely provide information to your vet out of professional courtesy. Please advise us if you prefer us not to do so.

From time to time we will contact you with news, offers and service updates, please let us know if you do not wish to receive such information.

### Health and Behaviour

Please be aware that The Dognasium is unable to accommodate dogs that are aggressive toward people or other dogs.

All dogs will be fully vaccinated to include parvovirus, leptospirosis, hepatitis, distemper and kennel cough. We recommend routine tapeworm de-worming with a veterinary licensed product every three months and we advise a monthly lungworm treatment with Advocate (or equivalent) which also covers flea treatment (but not ticks). Please advise us in writing or via email of any relevant veterinary conditions your dog may have and any medication being taken. Please bring the vaccination card when you bring your dog in for assessment.

We do understand that there is some debate around the issue of vaccination and that for medical reasons, some dogs are not routinely vaccinated. We will be happy to discuss this with you and your vet to reach a decision based on the least risk in individual cases.

We can accept dogs and bitches that have not been neutered but this is something that we will discuss with you on an individual basis. We request that owners inform us immediately if they suspect their bitch may be coming into season.

Please advise us on the Enrolment Form if your dog has had any issues with food or toy possession, running off, constant barking, problems with house training etc. This is extremely important in helping us to assess the level of care that your dog needs and whether or not training is necessary. We have in place a **three strike rule**: If a dog breaks the three strikes then we are afraid that we will not be able to accept them back into The Dognasium until they have improved their behaviour and we assess them again.

### **The Dognasium – Daycare Service**

Your dog will spend the day in the company of other dogs assessed as having a similar temperament and nature. We provide a combination of crating and socialisation rooms with sofas, chairs and beds.

They will have access to play, toys and interactive games as well as being under the supervision of staff trained as Animal Physiotherapy Assistants.

Your dog will be exercised with up to 4 - 5 other dogs at least twice a day.

Exercise may be outdoor (lead walks), indoor (Dognasium) or a combination of both. Puppies will be exercised several times a day for short periods to avoid problems caused by over exercising. Please do ask for more information. We will work with you to develop an exercise and activity programme that suits the needs of your dog. Please advise us if your dog is not used to high levels of exercise.

Dogs that are new to The Dognasium daycare service may experience higher levels of physical and mental activity than they are used to and therefore may come home extremely tired. In order to gauge the right level of activity for your dog it is important for us to receive feedback from you.

Please be aware the dogs taken out for lead walks may get dirty and possibly hair-matted particularly in wet weather.

For dogs and puppies that need feeding during the day, owners must provide food with full instructions. We do have our own brand of dry food available – please ask staff for details.

### **Security, Health & Safety and Emergency**

Please ensure your dog has been toileted before entering The Dognasium.

TOILETING IS NOT PERMITTED INSIDE THE DOGNASIUM (dog wraps / pants should be used if you are uncertain about your dogs' ability to remain continent).

Please clean up outside after your dog, cleaning supplies and bags are provided for you to clean any accidents that your dog may have. A member of staff can assist you if you need any help.

When first arriving at The Dognasium, please leave your dog(s) in the car or in a safe area outside whilst you notify a member of reception of your arrival and complete the enrolment and/or payment process. This is to avoid too many dogs and owners being in the confined reception space at one time. Once you have notified us your arrival we will check the premises as well as the outside area in order to facilitate a safe and relaxed entry for your dog(s).

Please notify a member of staff when you wish to exit the Dognasium with your dog: we are responsible for facilitating a safe exit from the premises. Please do not use the exit without a member of staff being present.

Remember YOU are responsible for your own dog(s) whilst accompanying them inside and outside the Dognasium. Watch them closely for soiling/scenting indoors and for any behaviour considered dangerous or damaging.

All dogs must be brought in and out of the facility on a collar/harness and lead. If your dog usually wears a muzzle please ensure he/she wears it when entering and leaving The Dognasium; once inside you can remove it. Please note it is the responsibility of the owner to make sure their dog's collar and harness (if used) is secure and tight enough so the dog cannot slip out of it.

If your dog is receiving daycare and is to be lead walked, we will normally use the lead that you provide. However in certain circumstances, for example if we find the dog pulls on the lead, we will use our own leads or a harness. We strongly advise that you label leads and harnesses with your dogs' name to avoid the risk of loss.

The Dognasium endeavours to provide a safe and secure environment for all our dogs as far as is reasonably possible. However, please be aware that by the very nature of the services we provide there are certain risks involved when dogs interact with other dogs, with persons who are strangers to them and from being in public places. Please be sure to tell us in the Enrolment Form if your dog is of an especially sensitive or reactive nature. It is important to recognise that by bringing your dog to a facility such as The Dognasium, you are accepting a small degree of risk that your dog may be injured or may cause injury.

All dogs **must** be microchipped. Owners are responsible for making sure their dogs wear tags with a contact name and telephone number attached as this is required by law. We will provide our own identification tag for use within the facility.

In case of an emergency you agree we are authorised to seek veterinary care, where practicable, at your own vet or the closest vet available if needs be. We will of course endeavour to contact you immediately in the event of an accident. In any event, you agree to accept full responsibility for the cost of all veterinary care and to settle fees directly with the veterinarian involved. If an accident is caused by our own neglect we will of course cover any medical bills via our own insurance. All costs, fees and expenses incurred as a result of other accidents will be the responsibility of, and will be covered by, the owner and in any such case you agree to indemnify us on demand against any costs we may agree to incur for the benefit of securing treatment in an emergency.

In the event a dog is left with us after the agreed collection time (daycare) we will endeavour to contact you using all contact details provided. We do ask for an alternative contact for this purpose in case you are unable to collect or receive delivery of your dog at the time arranged. Please make sure this person is not travelling with you and is local. Abandoned dogs will be handed over to the local authority dog warden (or other appropriate person or care institution) at which point all further dealings regarding recovery of the dog must be with them. We will be entitled to treat a dog as having been abandoned if it has not been collected from us with 24 hours of scheduled collection or delivery to the nominated address. You shall be solely responsible for any loss, costs, fees and expenses ("Loss") suffered or incurred if a dog is deemed abandoned in accordance with these provisions and you shall indemnify us on demand against any such Loss we may incur as a result.

### **Working Hours**

Please respect our working hours which are clearly displayed in reception. Phone calls, emails and texts may not be answered outside these times. For daycare dogs we also ask owners to respect our working hours which means we prefer not to admit before 7.30am or have collection after 6.30pm. If your dog is still in our care after 6.30pm without prior agreement, you will incur a late collection fee. The fee is £1.50 for every half hour after 6.30pm.

Please do not ask us to keep dogs at the last minute for an extra hour or for the evening as this will not always be possible. We will try to be flexible if arranged at least 24 hours in advance or in the case of emergencies.

### **Bookings**

All bookings must be made in person, via the telephone or via email. Texts and messages left on an answer machine will not be counted as a confirmed booking. Please try to give us at least 48 hours' notice on all Dognasium services as we will need time to arrange staffing schedules. It will not always be possible to fit you in at the last minute but we will try our best to accommodate you.

Payments should be made on the day of service provision by cash or debit card, unless block bookings for daycare are made, in which case payment will be in advance and non-refundable. Debit card telephone payments will be accepted.

Cancellations must be made at least 24 hours before the scheduled provision of service otherwise the full service fee will be charged. This includes daycare bookings and any other service booked in advance.

Prices are as separately advertised and may be altered from time to time without notice.

### **Reservation Of Rights**

We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any customer or dog at any time without prior warning.

These terms and conditions may be subject to change at any time without prior notification.

### **Disclaimer**

From time to time, we may (upon request or otherwise) make recommendations or introductions in respect of or promote at our premises third parties who provide complementary or other services which may be of interest to you. It is your responsibility to ensure that the services provided by any such party are suitable to you and your dog and we accept no liability in relation to any such services or any loss arising from or in connection with them.

### **Limitations Of Liability**

In addition to the limitation of our liability in connection with the loss or theft of property left in our care or possession, we will not be liable to you in contract, tort (including negligence), for breach of statutory duty, or otherwise, for:

- any indirect or consequential loss of any kind whatsoever however caused; or
- any loss that consists of loss of business, revenue, profit or saving (in each case whether direct or indirect), even if you have advised us of the possibility of that type of loss.

We accept no liability for lost or stolen goods whilst on our premises unless as a direct result of our negligence. Property left unattended is done so at your own risk. Cars parked outside the premises and all contents in them are your responsibility and we will not accept liability for loss or damage to them.

Minors (young persons) brought into the Centre should be very closely supervised by their parent(s) or guardian(s) at all times. The Dognasium accepts no responsibility for minors and reserves the right to request that children under the age of 14 years leave the exercise area and stay within the observation / reception area.

## **General**

A person who is not a party to the Contract shall not have any rights under or in connection with it.

The Dognasium may assign, transfer, charge, subcontract or deal in any manner with all or any of its rights or obligations under these terms and conditions.

No variation of these terms and conditions shall be valid unless it is in writing and signed by, or on behalf of, you and The Dognasium

## **Governing Law**

These terms and conditions (and the Enrolment Form referred to above), and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims arising in connection with our agreement to provide services to you), shall be governed by, and construed in accordance with, the law of England and Wales and the courts shall have exclusive jurisdiction in relation to any such dispute or claim.

Your signature on the Enrolment Form signifies that you have read, understood and agreed to the above terms and conditions.