



RINGWOOD DOGS

DOG BOARDING/DAYCARE TERMS AND CONDITIONS

Acceptance of our services is deemed acceptance of our Terms and Conditions and an agreement to pay our fees on time.

- You will present your dog for boarding or day care in a clean and groomed condition and with up to date vaccinations, de-flea and anti-worming treatment.
- You understand that whilst mixing with other dogs, there is always a risk of Kennel Cough. The Ringwood Dogs resident dogs are both vaccinated against Kennel Cough and it is up to you as an owner to discuss with your Veterinary Surgeon whether it is advised to vaccinate against this respiratory illness. Ringwood Dogs accepts no liability for any dogs who catch Kennel Cough whilst boarding with us and any veterinary fees incurred due to this illness will be settled by the owner.
- You will need to supply the necessary dog food and treats for the duration of the stay. If additional food or treats are required you agree, upon presentation of a receipt, to refund. Ringwood Dogs offers general treats for training purposes.
- Ringwood Dogs is unable to accept bookings for a dog subject to the terms of the Dangerous Dogs Act 1991 or any other dogs with aggression problems towards other dogs and/or people.
- You agree that if you instruct Ringwood Dogs to exercise your dog off the lead you accept full liability for any loss or damage caused as a result of your dog being off the lead. In the event that your dog attacks a person or a dog or in the event that he/she is involved in a fight with another dog/person causing any damage or injury, you agree to be responsible for any losses incurred including payment of veterinary fees or any medical treatment required. You understand that there is a risk involved when letting your dog off leash and should your dog become lost due to not returning when called, you accept full liability for any loss or damage caused as a result of your dog getting lost.
- You undertake to make full disclosure of any quality or characteristic which might make your dog not suitable for home boarding and day care, including but not limited to behavioural or health problems, anti-social behaviour including aggression, incontinence/lack of housetraining, destructive behaviour including chewing objects/furniture or excessive loud barking/whining. Failure on your part to disclose any matter which might render the dog unsuitable for home boarding or day care will be deemed a material omission amounting to a fundamental breach of this agreement. You will also be liable for additional costs if Ringwood Dogs experiences difficulties due to failure to disclose in the booking form any matter that would be accepted as reasonably unsuitable for home boarding or day care.
- Whilst Ringwood Dogs assesses every dog on an individual basis, there may be an occasion whilst boarding that the dog acts in an unsuitable way for home boarding and the stay will need to be cancelled. You agree that you have given us a suitable emergency contact within the country that can collect and take the dog should this occur. If an emergency contact, cannot be reached or refuses to collect the dog Ringwood Dogs reserves the right to seek an appropriate place for the dog to stay until the return of the owner, at the owner's cost. This may include kennels. Reasons a dog may be unsuitable are aggression to boarding dogs or ourselves, destructive behaviour such as excessive scent marking and the damage of high value items.
- You understand that there are risks and benefits associated with group socialisation of dogs and you agree that the benefits outweigh the risks and that you accept this risk. You understand that Ringwood Dogs offers a socialised environment for your dog while attending home boarding and therefore agree that your dog will be mixing with other dogs from different families during the day. You agree to let us use our discretion to walk boarding dogs together and allow them to mix within the home and garden. You understand that the house is sectioned off using extra tall stairgates and doors to allow all dogs their own feeding and sleeping spaces as well as for them to be able to get some alone time.
- You understand that whilst socialisation and play is closely and carefully monitored by Ringwood Dogs at all times to prevent injury, it is still possible that during the course of normal play your dog may receive minor nicks and scratches from roughhousing/playing or running with other dogs. Any injuries to your dog will be pointed out upon collection or drop off at the end of the day/stay. You agree that you will be responsible for payment of any veterinary fees incurred due to any injuries that occur during a normal day in boarding or whilst out walking and is not due to the negligence of Ringwood Dogs.
- You agree that Ringwood Dogs can walk dogs outside of the home environment.
- You agree that Ringwood Dogs can use toys, scatter feeders, Kongs and treats to mentally stimulate the dogs.
- You will notify us if a boarding dog requires a crate at night and understand that we will never leave a dog in their crate for more than 3 waking hours during the day, if this is their normal routine when being left alone, should we need to leave the house.
- You understand by allowing my dog to participate in the boarding services offered by Ringwood Dogs, you hereby agree to allow Ringwood Dogs to take photographs or use images of your dog in print form or otherwise for publication and/or promotion.

- Reasonable efforts will be made to contact you in the event of an emergency. However, Ringwood Dogs reserves the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon. If your dog becomes unwell, has an accident or injures himself/herself or seems to be in any type of pain, we might need to take him/her to a veterinary surgeon and you agree to be responsible for payment of all the veterinarian fees incurred.
- If your dog is on or prescribed any medication at the time of the stay, you give Ringwood Dogs permission to administer it. Ringwood Dogs is confident to apply creams, lotions and drops and also to administer liquid or solid oral medication. We are not trained to give injections.
- All dogs who have never been in a home boarding environment will require a trial half day of day care at the normal rate. This is to ensure suitability for boarding.
- All non-refundable deposits for home boarding are due at the time of booking. Your booking can only be confirmed when both the deposit and the signed booking form have been received. Ringwood Dogs is not able to keep bookings open for more than 10 days so bookings will be released.
- Due to the high demand of spaces for home boarding, your deposit is non refundable once a booking has been made and paid for.
- If Ringwood Dogs is unable to fulfil a booking, we will use all reasonable endeavors to arrange an introduction to another suitable boarding service and we will refund your booking deposit.
- **Privacy Policy:** Please be assured that Ringwood Dogs promises to never disclose information about you, your family or your dogs to third parties unless it is for the safety of your dogs, is necessary for urgent veterinary advice or needs to be disclosed to our governing body to show we are adequately keeping records. We will never pass on your contact details or any security details without the express permission from yourselves except in the instances stated above. We may use photos of your dogs on Facebook for the purposes of marketing. We never state who the dog belongs to (unless you comment on a Facebook post) or where he/she lives or can be located. However, if you do not want us to occasionally use photographs that contain your dogs, please let us know. Ringwood Dogs will keep your records for the length of time legally required by law and HMRC and all paperwork will then be destroyed. All of our sensitive information is kept in a password protected computer and paper copies kept in a locked cabinet.

Owner Consents:

You give full authority to allow your dog(s) named _____
to be let off the lead and accept full liability for any loss or damage caused as a result of your dog(s) being off the lead.
YES NO

You understand that whilst socialisation and play is closely and carefully monitored by Ringwood Dogs at all times to prevent injury, it is still possible that during the course of normal play and exercise your dog(s) may incur an injury that results in veterinary care and agree to be responsible for all veterinary fees incurred.
YES NO

You agree that your dog(s) can be walked outside of the home boarding environment with different dogs from different families whilst being exercised by Ringwood Dogs during their stay.
YES NO

You agree that your dog(s) can mix and socialise with different dogs from different families in the garden and within the home whilst staying at Ringwood Dogs in a boarding or daycare capacity.
YES NO

You give full authority for photos of your dog(s) named _____
to be used on social media for marketing purposes only (Ringwood Dogs do not state who the dog belongs to or their location).
YES NO

I confirm that I am the owner of a dog(s) using the home boarding services offered by Ringwood Dogs. I have understood and agreed to the above Terms and Conditions and Data Protection. I also confirm that the information supplied on the booking forms is correct and that any additional information or changes that Ringwood Dogs should be aware of is also supplied.

Name Date

Signature of owner