

Day Care Centre - Terms & Conditions

To be retained by the customer.

Any owners allowing their dogs to attend the Dog Day Care Centre will automatically accept the following Terms and Conditions.

1. A dog may need to undergo a short behavioural assessment to ensure they have a friendly good nature towards humans and other dogs. The assessment must be completed before attending the Day Care Centre. On occasions this can be conducted via an in-depth telephone call.
2. We reserve the right to refuse admittance to any dog or to dismiss any dog that does not meet the health, temperament, or other day care standards. The determination shall be made at the sole discretion of the day care staff.
3. You are strongly advised to have private dog insurance; however, it is not a requirement of dogs attending the centre. Owners agree to cover any cost relating to accidents that may occur that results in injury. All interaction and dog play is monitored by day care staff to avoid incidents however, I understand my dog(s) may sustain accidental injuries.
4. Annual vaccination or titre testing, worming, flea, and kennel cough treatment must be kept up to date.
5. Any dogs showing signs of mild illness i.e., Sickness, Diarrhoea cannot attend the Day Care Centre until they have been free of the illness for at least one full day. While any serious contagious conditions, Kennel Cough for example, your dog should be free of the symptoms for at least one week. If you are unsure if your dog can return, please contact Karen on 07767 482408 for advice.
6. To keep the dogs and day care free from contagious infections, should your dog attend another centre or kennels for any reason, we ask you to keep your dog at home for one week.
7. Dogs that become unwell or show signs of illness or injury, whilst at the day care will be assessed here. A decision will be made on the correct course of action. This may include, keeping the dog in our isolation room, a phone call or text being sent to the owner to make them aware of their dog's health, asking them to collect their dog, therefore enabling them to transport their dog to a vet for treatment. If a dog is suspected of having a contagious illness it will need removing from the centre by the owner or their representative. If you cannot be contacted within a reasonable time, we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. The dog would be transported to our registered emergency vet in Monton who is Buchanan's or the vet centre we hold on file for you, whichever is nearer. We will do everything needed for the dog as regards treatment, comfort, and recovery.
8. All veterinary charges for any treatments will be incurred by the owner regardless of how the injury was sustained. We will not accept responsibility for injury, illness, or death of your dog. You are strongly advised to insure your pet for all eventualities.
9. A bitch in season cannot attend the centre. A bitch that comes into season whilst at the day care should be removed by the owner or their representative. At least a week should pass after the season has ended and the dog's rear coat and tail washed before it makes a return to the care. An owner must agree for us to use a 'Bitch Spray' on their dog if any males still find them 'interesting' when they return after the season.
10. Payment by cash or bank transfer is required daily, weekly or monthly in advance. Fee's that are not settled within the same week without permission will incur additional charges.

11. A registration form must be completed prior to the dog attending. Owners are responsible for keeping the information we hold up to date.
12. Owners must leave the centre on handover of the dog. This will ensure their dog settles quickly at the centre.
13. A dog that continually mounts or becomes aggressive towards other dogs will be placed for a short period of 'time out' in our purpose-built pen. Continually displaying this behaviour could lead to the dog being excluded from the centre.
14. A dog who behaves aggressively towards any staff will become excluded from attending the centre.
15. Dogs must wear a collar and identification. The dog will be provided with an ID disc showing the day care telephone number. These must be worn at all times. Please leave the ID disc on your dog's collar.
16. Photos of the dogs and regular updates regarding their stay will be updated on to the Facebook page. Any owner not wishing to have their dog publicised must inform the centre.
17. Any person or persons, living in the same household as the dog, has tested positive for Covid. Their dog cannot attend the day care until the humans have received a clear result.