



Dog Home Boarding Questionnaire and Consent Form

Telephone: 07921 857660 Email: starpetcaresolutions@gmail.com

www.starpetcaresolutions.co.uk

We look forward to taking care of your dog who will be treated as part our family while staying with us.
This questionnaire is designed to ask all the relevant questions to make your dog's stay as comfortable as possible.

Owners Details			
Name:			
Address:			
	Email Address:		
	Mobile number:		Landline:
Emergency Contact Details:			
Address:			
	Email Address:		
	Mobile number:		Landline:
Dogs Details			
Name:		Breed:	
Sex:		Date of Birth:	__ / __ / ____
Colour:			
Spayed / Neutered: *I can only accept neutered males*	Yes / No	Microchip number: If applicable	
Vaccinations up to date:	Yes / No	Date of last vaccination: *Please bring vaccination card with you on arrival for inspection.	__ / __ / ____
Parasite treatments up to date:	Yes / No	Date of last parasite treatment:	__ / __ / ____
Registered vet name: Address and Telephone	Vet: _____		
	Tel:		
Is your dog insured? (If yes please specify):	Insurers Name: _____		
Food brand, how many meals a day, quantity and what are the normal feeding times:	Brand:		
	Number of Meals a day: Quantity:		
	Times:		

Any special food requirements:	Yes / No	Is the dog allowed treats?	Yes / No
Any allergies (if yes please specify):	Yes / No		
Any medical conditions (if yes please specify):	Yes / No		
Any medication to be given (if yes please give full details)	Yes / No		
Is your dog fully house-trained?	Yes / No If No please specify:		
IS YOUR DOG LIKELY TO? (Please circle the appropriate answer)			
JUMP ONTO FURNITURE? OFTEN OCCASIONALLY NEVER JUMP UP AT PEOPLE? OFTEN OCCASIONALLY NEVER BARK? OFTEN OCCASIONALLY NEVER WHINE? OFTEN OCCASIONALLY NEVER CHEW FURNITURE? OFTEN OCCASIONALLY NEVER FIGHT WITH OTHER DOGS? OFTEN OCCASIONALLY NEVER SCRATCH AT CARPETS OR DOORS? OFTEN OCCASIONALLY NEVER POSSESSIVE FOOD/TOYS? OFTEN OCCASIONALLY NEVER STEAL FROM WORKTOPS? OFTEN OCCASIONALLY NEVER			
Does your dog walk nicely on a lead?	Yes / No	Is your dog nervous or anxious if approached by another dog or person whilst on a walk?	Yes / No
Are you happy for your dog to be exercised off lead (where appropriate)?	Yes / No	Does your dog have good recall when off lead?	Yes / No
Is your dog sociable with other dogs?	Yes / No	Usual times of walks and duration:	
Is your dog cat friendly?	Yes / No	Is your dog child friendly?	Yes / No
How would you describe your dog's character?			
Does your dog suffer from any behaviour problems or separation anxiety? (if yes please specify)	Yes / No		
Has your dog ever bitten another dog, person or other animal?	Yes / No	Please make any other comments that may be useful:	
What is your dog(s) typical daytime routine?			
What is their typical bedtime routine? Where does your dog usually sleep?			

Does your dog travel well in the car?	Yes / No	I would prefer to see any photo updates via:	<input type="checkbox"/> Text/WhatsApp <input type="checkbox"/> Facebook <input type="checkbox"/> Email
Dates to be cared for:	Arrival Date:/...../..... Arrival Time:am/pm	Collection Date:/...../..... Collection Time:am/pm	
Consent			
<p>I hereby confirm I am the owner of the above-named pet and authorise Star Pet Care Solutions to act as guardian during my absence and take any action considered suitable, to protect and keep in good health during their stay. Due to the nature of the home boarding environment, I understand that my dog will encounter other dogs and cats during their stay.</p>			
<p>* I do/do not give my consent for my dog to be exercised off the lead whilst in the care of Star Pet Care Solutions.</p>			
<p>* I do/do not give my permission for Star Pet Care Solutions to use photos of my dog for promotional purposes.</p>			
<p>I confirm that the information provided in the questionnaire has been completed as accurately as possible and any other information given as needed.</p>			
<p>HOME BOARDING TERMS & CONDITIONS</p>			
<p>1. Your dog will be up to date with vaccinations and parasite treatments.</p>			
<p>2. 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 Star Pet Care Solutions.</p>			
<p>3. You agree that if you instruct Star Pet Care Solutions 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. If in the event your dog attacks a person or a dog, or 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.</p>			
<p>4. All efforts will be made to contact you in the event of an emergency. However, Star Pet Care Solutions reserves the right to make decisions regarding your dog's health, provided it is always 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.</p>			
<p>5. You undertake to make full disclosure of any quality or characteristic which might make your dog not suitable for home boarding, including, but not limited to behavioural or health problems, anti-social behaviour including aggression, incontinence/lack of housetraining or excessive loud barking/whining. Failure on your part to disclose any matter which might render the dog unsuitable for home boarding will be deemed a material omission amounting to a fundamental breach of this agreement. You will also be liable for additional costs if Star Pet Care Solutions experiences difficulties due to failure to disclose in the booking form any matter that would be accepted as reasonably unsuitable for home boarding.</p>			
<p>6. Your booking can only be confirmed once you and your dog(s) have attended a pre-visit to assess suitability, and a signed Dog Home Boarding Questionnaire & Consent Form has been received. Full payment is required on collecting of your dog(s).</p>			
<p>7. If Star Pet Care Solutions are unable to fulfil a booking, we will use all reasonable endeavours to arrange an introduction to another suitable boarding service.</p>			
<p>8. Please supply any bedding, toys, leads or possessions that your dog/dogs are familiar with to make their stay a home from home experience.</p>			
Owners Signature:		Date:	

Owner's Name: _____
 Dog(s) Name(s): _____



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

The following are extracts from the above regulations, requiring the owner's written consent. Please read each extract carefully and tick where appropriate. Please then sign this form as confirmation that you have read, understood and agree to the points outlined below.

Extract	Consent	
<p>Clause 6.1 (and 14.1) Dogs must be separated for feeding unless written consent from owners has been received permitting otherwise.</p>	<p><i>I am happy for my dog(s) to be fed in the company of other dogs</i></p> <p><i>It would be better if my dog(s) is fed separately from other dogs</i></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Clause 7.1 A programme must be agreed with the owner of each dog setting out enrichment both inside and outside including, grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment such as scatter feeders unless veterinary advice suggests otherwise. Owner's written consent must be obtained. Potential competition between dogs must be avoided when feeding enrichment takes place and use of items should be monitored.</p>	<p><i>I am happy for my dog(s) to have enrichment in the form of:</i></p> <p><i>Grooming</i></p> <p><i>Socialisation</i></p> <p><i>Play with toys</i></p> <p><i>Scatter Feeders</i></p> <p><i>Other (please specify)</i></p> <p><i>I understand that these activities will be monitored at all times, and that should there be any signs of competition or aggression, then these activities will take place individually.</i></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Clause 7.2 No more than 4 dogs per person can be walked at one time and owner's consent is needed to walk with other dogs. Dogs must be familiarised with each other beforehand.</p> <p>Outdoor areas must not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners.</p>	<p><i>I give permission for my dog(s) to be walked with other dogs</i></p> <p><i>I give permission for my dog(s) to be in the garden with other dogs</i></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<p>Clause 9.4 Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK. Treatment must be discussed with a veterinarian before administering. Consent from the owner is required.</p>	<p><i>I confirm my dog will be treated for external and internal Parasites. If, however, there is an oversight on my part in this regard, I give my consent for appropriate treatment following discussions with a veterinarian</i></p>	<input type="checkbox"/>
<p>Clause 13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.</p>	<p><i>I give permission for my dog to be boarded with the resident dog and one other dog from a different household following a suitable familiarisation meeting</i></p>	<input type="checkbox"/>
<p>Clause 13.2 Dogs from the same household can be kept together with written consent from the owner</p>	<p><i>I confirm I have more than one dog being boarded and, as such, give my consent for my dogs to be kept together.</i></p>	<input type="checkbox"/>
<p>Clause 15.2 Prior written consent from owners must be obtained to:</p> <ul style="list-style-type: none"> • Enable a dog to be walked outside the home environment / garden • Enable a dog to be let off the lead • Enable a dog to be walked with dogs other than those from its household No more than four dogs must be walked at the same time. 	<p><i>I confirm my consent for my dog(s) to be walked outside of the home environment A separate consent form will be completed if the owner consents to off lead walking.</i></p> <p><i>As per clause 7.2, I give consent for my dog(s) to be walked with other dogs</i></p>	<input type="checkbox"/> <input type="checkbox"/>
<p>Clause 16.1 Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.</p> <ul style="list-style-type: none"> • Each dog (or dogs from the same household) must still be allocated a designated room • The licence holder must be able to separate dogs into different rooms should the need arise. 	<p><i>I give consent for my dog(s) to be kept together with the resident dogs in a designated room.</i></p> <p><i>I further understand that should it become necessary for each dog to be separated into different rooms, then the resident dog will be relocated to the utility room, lounge or bedrooms of the property, whilst the guest dog(s) will be kept and separated into the kitchen/living room.</i></p>	<input type="checkbox"/>

Please take this as my written consent to the above points.

Signed:

Print Name:

Date:

PRIVACY POLICY FOR STAR PET CARE SOLUTIONS

Star Pet Care Solutions treats the privacy of their clients (hereinafter referred to as the 'data subject') very seriously and takes appropriate security measures to safeguard privacy and protect and manage any personal data provided by data subjects. The General Data Protection Regulation - GDPR (May 2018) recognises there is a need to protect and to give the user greater control over personal data. The rights of the individual include:

(1) Right to be informed: Why information is needed and how it will be used:

How we obtain your personal data: You provide us with personal data on written pet detail forms, text messages, social media contact, by email or on the telephone. This includes name, address, email address, and telephone numbers, as well as any public data when contacting through social media. It also includes details of your pet, including, but not limited to, details of its age, gender, breed and likes/dislikes. Further personal data may be obtained before, during and after the quote or booking has taken place.

(2) Right to know why and how data is held:

How we use your personal data: Data subjects' personal data will be used specifically in order to be able to quote for services and/or carry out services required of Star Pet Care Solutions, including but not limited to, Dog Walking, Pet Sitting, Comfort & Cuddle Breaks, Dog Home Boarding, Horse Sitting and Pet Taxi.

(2b) Storage of data: Consistent with a duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR)* We will take all reasonable security measures to protect your personal data in storage and transport: Data contained on paper will be kept in a secure place. Data may also be held on mobile phone, in order to have to hand, emergency contact details should a problem arise. This is password/fingerprint protected.

(3) Right to erasure: You shall have the right to obtain from Star Pet Care Solutions erasure of personal data if you have withdrawn from further provision of service. However, some detail may need to be retained for invoice and HMRC purposes.

(4) Right of subject access: You can request to view the personal data.

(5) Right to rectification: You can have any incomplete personal data completed, but please note that if any individual is factually wrong, then changing records of personal data will be falsification.

(6) Right to restrict processing: You can obtain your retained data from Star Pet Care Solutions in the following circumstances:

*The accuracy of the personal data is contested by you and will be restricted until the accuracy of the data has been verified.

* Star Pet Care Solutions no longer needs the personal data for the purposes of provision of services, but it is required by you for legal claims.

(7) Right to data portability: You will be able to receive your personal data in a commonly used format and have the right to transmit this data to another.

(8) Right to object: Star Pet Care Solutions should not have cause to process personal data.

(9) Rights in relation to automated decision making: Star Pet Care Solutions does not carry out automated processing.

We do: respect your privacy and work hard to meet strict regulatory requirements. We do not: Sell your personal data to any 3rd party. By completing the Dog Home Boarding Questionnaire & Consent Form from Star Pet Care Solutions, you are agreeing to these terms and conditions.

*The Information Commissioner's Office (ICO) ico.org.uk may be contacted with any GDPR queries