



The DogFather Worcester
63 Newtown Road
Worcester WR5 1HH

Tel: 01905 355183 | Email: eddy@thedogfatherworcester.com

Terms and Conditions

Policies and Procedures

1. Booking

- 1.1 On receipt of a satisfactory booking form together with a copy of the requested vaccination card(s), we will contact you to confirm your booking. Until the booking confirmation from us is received, your booking is not confirmed.
- 1.2 All services are charged at an overnight rate of £24 (max 24hr). Additional hours beyond the period of stay are charged at £1 per hour.
- 1.3 Bank Holidays, Christmas, New Year and Easter may incur additional fees which you will be advised of at the time of booking.
- 1.4 Any dogs boarded with the DogFather Worcester will stay as part of our own family in our own home and enjoy all the home comforts as we do. Please note, the DogFather Worcester has four resident family dogs. By boarding your dog with DogFather Worcester you consent for your dog to be boarded with others. All dogs are fully supervised and boarding dogs will be separated should they need to be left unattended for a short period of time, during meal times etc.
- 1.5 Boarding numbers are strictly limited but on occasion there may be another dog from another household boarding with us, this is particularly so in terms of cross-over dates. As in 1.4 above, dogs from different families will be separated whilst unattended. This is for their safety and wellbeing.
- 1.6 A mandatory 'familiarisation session' is required prior to boarding to meet the dogs he/she will be staying with whilst in our care. DogFather Worcester will contact you on acceptance of your booking to arrange a time and date (at no additional cost).
- 1.7 All bookings must be made at very latest of 7 days before the arrival date.
- 1.8 We do not accept dogs or bitches that have not been neutered/spayed.
- 1.9 We do not accept dogs registered under the Dangerous Dogs Act 1991
- 1.10 We do not accept dog hybrids registered under the Dangerous Wild Animals Act 1976 (eg, Wolf Hybrids).
- 1.11 We do not accept puppies under the age of 6 months old.



The DogFather Worcester
63 Newtown Road
Worcester WR5 1HH

Tel: 01905 355183 | Email: eddy@theDogFatherworcester.com

2. Cancellations

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 75% payment for services.
- 2.3 All bookings cancelled within 48 hours will be payable in full.
- 2.4 If the DogFather Worcester, cannot provide the service agreed (in extreme circumstances), we will endeavour to give at least 7 day's notice and any monies paid will be refunded or held over if appropriate.

3. Aggressive Animals

- 3.1 The DogFather Worcester will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 3.3 The Client agrees that on booking services for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the DogFather Worcester as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4 We will not board unruly dogs.
- 3.5 If the client's dog(s) whilst being boarded shows aggressive tendencies towards the DogFather Worcester or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge.

4. Unforeseen Purchases

- 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, or other necessary items that contribute to the health and wellbeing of your pet, the DogFather Worcester will purchase these, retain a receipt and the Client is responsible for reimbursement of these items on their return.



The DogFather Worcester
63 Newtown Road
Worcester WR5 1HH

Tel: 01905 355183 | Email: eddy@thedogfatherworcester.com

5. Updates

- 5.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

6. Privacy Policy

- 6.1 All of our records will be stored in compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 1998. Personal information will be kept private and confidential and solely in relation to the services The DogFather Worcester have been requested to provide.
- 6.2 The DogFather Worcester highly respects our clients' entrusting us with the care of their pets.
- 6.3 The DogFather Worcester reserves the right to post videos or photos of the dogs in its care in support of its business activities via social media business pages or its website unless specifically requested not to do so by the client.

7. Insurance

- 7.1 All reasonable care is taken to ensure the highest standards of care are provided.
- 7.2 The DogFather Worcester has valid public liability insurance, for the peace of mind of its clients.
- 7.3 The DogFather Worcester is insured with Pet Plan Sanctuary to provide dog walking, pet sitting, home boarding and pet taxi services. A copy of the policy is on display at the premises and welcomes you to read the policy provisions whilst attending the familiarisation session.
- 7.4 We recommend that you purchase your own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen.

8. Medication/Vaccinations/Immunizations

- 8.1 The DogFather Worcester will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result. Any medications required to be given will be documented on a separate sheet to the booking.
- 8.2 Under no circumstances will the DogFather Worcester board any pet that has any form of active contagious illness.
- 8.3 **We require a copy of a valid vaccination certificate prior to boarding. There are no exceptions to this requirement.**



The DogFather Worcester
63 Newtown Road
Worcester WR5 1HH

Tel: 01905 355183 | Email: eddy@thedogfatherworcester.com

8.4 If the DogFather Worcester (or any member of his household, including his family dogs) is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

8.5 Should a flea infestation be observed on a client's dog, the DogFather Worcester reserves the right to treat the infestation as deemed necessary. Please ensure your dog is fully flea treated and wormed before boarding.

9. Collars/Leads

9.1 Please provide secure collars/harnesses for all visits.

9.2 On arrival any ID tags will be replaced with those of the DogFather Worcester, detailing the name, address and phone number of the business and be taken off on collection of your dog.

10. Changes to return date

10.1 The DogFather Worcester carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns.

10.2 In the event that the client is delayed on return, they must inform the DogFather Worcester immediately, and we will use our best endeavours to make alternative arrangements for continued cover.

11. Payment

11.1 The DogFather Worcester accepts Paypal/cash/cheque/bank transfer. **Cheques are to be made payable to Mr A E Morris.** Any cheques which do not clear, will be subject to an additional £10 administration fee. Please let us know if you wish to pay via bank transfer and we will provide our banking information.

11.2 A 50% deposit of the total sum due will be requested at the time your booking has been confirmed by us.

11.3 The remaining balance is due on or before the arrival date.

11.4 Where services are required long term, the client may make payment monthly.

11.5 Where payment is not received in accordance with these terms and conditions of business, the DogFather Worcester reserves the right not to proceed with any previously agreed arrangements.

12. Liability



The DogFather Worcester
63 Newtown Road
Worcester WR5 1HH

Tel: 01905 355183 | Email: eddy@theDogFatherworcester.com

12.1 The DogFather Worcester shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the DogFather Worcester's reasonable control.

I, _____ have read, understood and agree to the policies and guidelines of the pet provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the DogFather Worcester.

I request that the DogFather Worcester retains/returns (delete as appropriate) my keys upon completion of each boarding stay.

Signed/Name

Date