



Booking Form

Terms and Conditions

The client will be responsible for any costs which might be incurred, either veterinary or other, as a result of any sickness, accident or damage caused to, or by, the client's pet(s), except third party liability and that any such costs or expenses will be payable on demand. No liability will be attached to any professional bodies we hold membership of unless otherwise stated.

Clients are required to provide all necessary food (BARF feeders are welcome) and items such as bedding, grooming tools, toys, treats, poo bags etc to ensure that their pet is provided for. If, for any reason, additional supplies are required, these will be paid for on their return.

For all services, except dog-walking bookings, a 50% non-refundable deposit is required to confirm the booking and the balance required on day of arrival. Payment can be made by cash or cheque, made payable to **MA Jones**. Credit and Debit cards accepted via PAYPAL but this incurs a 4% surcharge as this is levied by PAYPAL.

A rate of time and a half will be charged for dog-walking and home boarding that fall on a Sunday. Double rate will be charged for all services that fall on a bank holiday, including Bank Holiday Mondays, Good Friday, Easter Day, Easter Monday, Christmas Day, Boxing Day and New Year's Day.

If clients return home early, for any reason, no reductions will be made.

If a booking is made less than 21 days prior to commencement date, full payment will be required upon booking.

If a cancellation is made less than 21 days prior to commencement date, full payment will be required (except for dog-walking bookings).

COLLECTION AND RETURN SERVICE

We can offer a collection and return service in our purpose fitted vehicle at an additional £20 + £0.40 per mile both ways between the clients post code and ours this is calculated using RAC route planner and the shortest route. Collection and return must be specified at the time of booking. We can also offer a pet taxi service at the same rate.

DOG WALKING BOOKINGS

Dogs will be exercised on lead at all times.

Clients are required to pay weekly in advance or leave payment ready for collection on the first day of each week.

Clients must give one week's notice if the dog-walking service is not required. Failing this, full payment will be required.

If, for any reason, the dog-walking service is not required for more than 3 weeks, but the service is to be retained, a half-price retainer fee will be charged after the expiry of the 3-week period. Clients wishing to terminate the dog walking service must give 4 weeks' notice.

During extreme weather conditions, we, at our discretion, shorten a dog-walking session to avoid any discomfort/danger to the dog(s) in our care.

HOME BOARDING OF DOGS

Clients must ensure that vaccinations are up-to-date (a certificate of proof to be seen at time of booking and to be held with dog's records during the home boarding period) we will accept proof of titer test or homeopathic Nosodes. The home boarding service will be refused if dog's vaccinations, titer test or Nosodes are not up-to-date. Dogs must also be treated for worms and fleas at least a week prior to their stay.

By signing this agreement you are also accepting that your dogs will be boarded with the resident dogs after a trial familiarisation with the resident dogs.

Full day's rate will be charged irrespective of time of arrival or departure.

Clients must ensure that their dog wears a collar so that our ID tag with contact telephone number can be attached to the dog whilst in our care.

Clients must declare to us any aggressive tendencies the dog may have or any destructive/behavioural problems before the contract is signed. Any damage to the home or contents due to destructive behaviour will be paid for upon their return.

Late collection will result in additional day/s being due and payable on day of collection at full day rate depending on the day collected.

Clients must declare if they have ever received complaints from neighbours or been visited by Environmental Health Services regarding excessive noise due to their dog barking, if so we can not home board your dog. If you have received complaints and do not declare it to us and it is found to bark excessively then we will have no choice but to return the dog to the emergency contact address as provided on the registration form and no refund will be given on boarding fees.

As home boarding facility we are licensed by the Local Authority and that license can be removed if reports by neighbours to Environmental Health Services are investigated and subsequently up held for excessive noise due to nuisance barking from visiting dogs.

Clients must declare to us if their dog is not housetrained or tends to have accidents in the house.

Client Details: Dog's Name:
..... Age:
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..... Phone:

Home Boarding fromuntil

Print Name: Signature: Date:

By signing this agreement you are accepting the terms and conditions.