



## Home Boarding & Day Care Booking

### T&C's, Policies and Procedures

- The purpose of this form is to obtain as much information about your dog so that a correct decision can be made if Snobby Doggy's Home Boarding/Daycare/Dog Walking is a suitable environment. Details required such as behaviours, age, medical conditions, neutering, are all taken into consideration for a booking to be agreed upon by both Owner and Snobby Doggy's Home Boarding/Daycare/Dog Walking.
- Personal contact details are required so a line of communication can be maintained at all times. Likewise, the client must feel they are able to contact the Boarding/Daycare/Dog Walking establishment if any problems arise during the duration of their stay/within our care.
- Dogs are individuals and each booking is treated individually at the discretion of Snobby Doggy's Home Dog boarding/Daycare/Dog walking.
- Dogs dropped off in soiled conditions will be refused or bathed at a cost to the owner of £20.
- Snobby Doggy requires a 50% deposit upon booking for Home Boarding/ Day Care/ Dog walking to secure your booking. We will not be able to guarantee your booking unless this is paid.
- I confirm that I am the legal owner of the dog(s).
- Snobby Doggy Home Boarding/ Daycare/ Walking Cancellation - If you cancel your booking between 1-7 days, full payment will be required. If you cancel between 8-14 days, the 50% deposit will be kept. If you cancel with 14+ days notice there will be no charge and your deposit will be returned.
- Snobby Doggy Home Boarding late pick up fee: Snobby Doggy home boarding charges £55 per night and pick up time is from 9am-11am. We reserve the right to charge a full day care fee if the dog is picked up after 11am (£40 for daycare service).
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- Snobby Doggy Day Care Late pick up fee: Snobby Doggy Day Care charges £40 per day. Drop off time is from 9am and pick up time is until 5pm. For late pick up and or early drop off, a fee of £12 per additional 1 hour after will be added.
- Snobby Doggy group dog walking: Meet and greets are necessary for group walks. All dogs must come with a harness. Pick up and drop off times will vary. Walks last for 1 hour, this does not include pick up and drop off times. Group dog walking fees are £15 per hour, transport included in Brighton area only.
- Snobby Doggy Solo walks: Meet and greet is necessary. Pick up and drop off time will vary. Solo walks are for 1 hour, travel time is not included. Solo walk fees are £20 per hour, transport included in Brighton area only.
- Medical Emergencies – Snobby Doggy is authorised to seek emergency veterinary care with release from all liabilities related to transportation, treatment, and expense. Should the specified veterinarian be unavailable, we are authorised to engage the services of an alternative veterinarian. If you cannot be contacted in a timely manner, we are authorised to approve medical and/or emergency treatment as recommended by a veterinarian. You agree to reimburse Snobby Doggy for expenses incurred plus any additional fees for attending to such an emergency. We are not liable for any problems that occur from a known condition unless we have not treated the condition as required.
- Under veterinary instructions/recommendation, due to ill health or emergency, if owners are uncontactable, please give consent to euthanize whilst your dog is in our care unless signed and dated otherwise.
- General – By law, all dogs must wear a collar and tag with your information as well as being microchipped. All dogs MUST be fully up to date with their vaccinations and their flea/tick and worm treatment to come into our care. If dogs show signs of flea/tick or worm infestation, they will not be walked and Snobby Doggy will be



authorised to treat my dog with flea/tick/worm treatment recommended by a veterinarian and all costs will be at the expense of the owner. Vaccinations must be completed 2 weeks before care commences. Titre testing will be an acceptable form of vaccination along with a certificate and letter from the vet. Kennel Cough is advised by us and Vets.

- \*\*Un-neutered/spayed dogs will not be accepted for daycare or boarding. Allowances will be made for puppies based on a 1-2-1 service.
- Dogs will be socialised with a group of 4 dogs maximum. Photos/videos of your dog can be taken and used on social media/websites etc.
- You will inform me fully of any characteristics of the dog(s) which need to be known for handling and care of the dog(s), especially any aggression issues. Dogs will be kept on a lead whenever off premises, unless consent is given by you.
- Snobby Doggy will take care, so far as is practicable, both that the dog(s) are not a nuisance or danger to anyone, or other animals, and that no harm comes to it.
- If dogs are not collected within 7 days of the stated departure date, and no communication has been received from you, then Snobby Doggy will contact the RSPCA to classify the dog(s) as having been abandoned and for the RSPCA to rehome them.
- We will inform you of any incident or anything which we notice about the dog(s) that we think you ought to know.
- We will put dog tags on your dogs stating they are under the care of Snobby Doggy for safety reasons.
- Snobby Doggy agrees to provide all services in a kind, humane, reliable and trustworthy manner. You agree to notify Snobby Doggy of any concerns within 24 hours of your return.
- Snobby Doggy reserves the right to refuse service to any customer, at any time, for any reason. Snobby Doggy will immediately contact you if your dog(s) displays aggressive behaviours or signs of separation anxiety. Snobby Doggy is required to report any bite incidents to authorities.



- In case of an emergency, inclement weather or a natural disaster you authorise Snobby Doggy to use their reasonable judgement for the care and well-being of your dog(s).
- You understand that Snobby Doggy can terminate this contract if your pet becomes a threat to the safety or health of Snobby Doggy or the community due to aggressive behaviour.
- You acknowledge you are responsible for medical expenses and damages resulting from an injury to any person or animal caused by your dog(s). You attest that all of the above information is true to the best of your knowledge. If anything changes with your dog, you will inform Snobby Doggy before the next booking is scheduled.