



## TERMS AND CONDITIONS

*Please PRINT, complete, sign and return before your first booking with us  
Data protection: This completed form is stored securely offline at our premises.*

By booking our service you acknowledge, understand and agree to our Terms and Conditions which will be subject to periodic updates.

You agree to complete the required paperwork, including the Owner's consent and Owner and Pet Information forms, needed for us to provide the best care and comply with Buckinghamshire Council Chiltern District's license, and our public liability insurance.

### **Dog walking**

You agree that we can walk your dog both on and off the lead in places we consider pose no danger to them, other dogs or people.

You agree that your dog can be transported by car for dog walking and days out.

### **Necessary vet treatment**

You agree that in the event of your dog requiring urgent medical attention we may take it to your registered Veterinarian practise, or any practise we use. In this event, you agree to cover all associated costs. If we have to pay the vets, you agree to refund us promptly within two working days. If we cannot reach you, and the vet requires a treatment decision, you agree for us to act on your behalf in your dog's best interest.

### **Your dog**

You confirm that your dog is vaccinated against INTRAC Kennel Cough, Canine Distemper, Infectious Canine Hepatitis, and Leptospirosis.

You agree to inform us of any illness or infection suffered by your dog. You agree to notify us if your dog is due to come into season; we are not able to accept bitch dogs in season, and male dogs that are still intact are also not accepted.

**THE DOG HOUSE BUCKS**

You confirm that your dog is not aggressive towards other dogs.

### **Your Insurance**

You confirm that you hold up to date dog insurance. You agree to pay for any damage caused by your dog to our property whether or not your dog's pet insurance covers this.

### **Covid precautions**

You agree to tell us if you or a family member has experienced Covid symptoms or been diagnosed within 14 days of a booking with the Dog House so that we can consider if the booking is safe to proceed. If it is necessary to cancel the booking, you may be able to claim on your dog's pet insurance policy.

### **Our marketing**

You agree that we can publish photos of your dog/s online at this website or social media platforms. We never name or identify your dog with you but be aware if you comment as such on a social media post this may have that effect. If you do not wish us to publish such photos, please write to us or email us to that effect and we will acknowledge receipt.

### **Our Fees**

50% is payable to secure a booking, with the remaining 50% balance due four days before arrival.

### **Cancellations**

We only charge a cancellation fee as follows -

For dog boarding - bookings that are five days or over when cancelled with less than 14 days notice - the full amount is due unless agreed otherwise.

Day care cancellations with less than 24 hours notice - a cancellation fee of half the amount is chargeable unless agreed otherwise.

Dog walks - there is no cancellation fee for walks unless cancelled on the day. In this instance, the full amount is chargeable unless we can rebook the dog walk for another day.

<b>Date</b>	
<b>Name/s</b>	
<b>Signature</b>	

## **THE DOG HOUSE BUCKS**