

Terms and Conditions

1. The client agrees to an introductory meeting to allow the owners of Hotel 4 Hounds (Kirstie & Danny) to meet the dog(s) and discuss aspects of care and also introduce them to the resistant dogs and any other dog sharing the same dates. This meeting will take place at the home address by an arranged induction appointment and is free of charge.
2. There is ample parking outside Hotel 4 Hounds. **If needed please block the house drive but not the neighbours.**
3. **All gates must be closed behind you;** this is for the safety of all the dogs in the care of Hotel 4 Hounds.
4. **All dates and times are looked upon as appointments and must be followed.** Please remember this is a business as well as a home and if you arrive early, please wait until the agreed time to ring the doorbell on the side gate as dogs may be feeding or we may be attending to other customers. If you are running more than 15 minutes late, Hotel 4 Hounds takes no responsibility for being unavailable to receive your dog or for you to collect your dog. **Being on time for your appointment helps us to run a smooth and efficient service for all our customers.** If you are unavoidably delayed, you must contact Hotel 4 Hounds before the arranged time to rearrange another suitable time for drop off or collection to suit both parties. Please only call. If you use any other form of messaging this may not be received.
5. **Additional dogs** from the same household receive a **half price discount** on all services.
6. **Day-care hours** are to be arranged with the customer at the time of the enquiry. The dog must be **dropped off before 9am Monday to Friday and collected after 4pm.** Day-care hours on **Saturday's are dropping off after 8am and collecting before 8pm.** Day-care is usually around 8-10 hours. Times are flexible around the customer but the drop off and collection times are appointments, so please be on time. If you are running more than 15 minutes late, Hotel 4 Hounds takes no responsibility for being unavailable to receive your dog or for you to collect your dog. **Being on time for your appointment helps us to run a smooth and efficient service for all our customers.** If you are unavoidably delayed, you must contact Hotel 4 Hounds before the arranged time to rearrange another suitable time for drop off or collection to suit both parties. Please only call. If you use any other form of messaging this may not be received.
7. **Boarding** is per day not by night. For example, 4pm to 4pm is a **24-hour board, any additional hours will incur an extra charge of £1 per hour.** (Additional dogs are on a half price rate) Drop off and collection times are between **4pm-8pm Monday to Friday. 8am-8pm on Saturday's. No collections or drops on Sunday's.** If this is not possible the day of your holiday or on your return then your dog will have to arrive the day before or stay a further night. If you are running more than 15 minutes late, Hotel 4 Hounds takes no responsibility for being unavailable to receive your dog or for you to collect your dog. If you are unavoidably delayed, you must contact Hotel 4 Hounds before the arranged time to rearrange another suitable time for drop off or collection to suit both parties. Please only call. If you use any other form of messaging this may not be received.
8. **Double rates** apply over seasonal holidays. Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day.
9. Once the introductory meeting is successful a booking form pack will be issued and will need to be completed and returned within 7 days of the induction. Please note the terms and conditions in the

back of the pack also needs signing and dating. If you would like a copy of these, they are available on our website and can also be emailed over to you by request. The booking is not confirmed until the checking in and out times have been agreed, as this could affect the overall price of the booking, if extra hours of care are required. **The full holiday balance is payable on checking in by cash only.** A trial night may be suggested or granted before taking on the dog before the owner goes away, at the standard rate.

10. You agree to provide full and honest information about your pets during the booking procedures. Behaviour which may negatively impact on Hotel 4 Hounds, any resident dogs, those boarding, the home or the neighbours will not be accepted. These include but are not limited to excessive barking or anti-social behaviour, aggression towards any humans or animals, toileting in the home, separation anxiety, howling, barking, destructive behaviour, straying and phobias.

11. **Multiple emergency contacts need to be provided.** With full name, relationship, telephone number and address. At least one of these contacts needs to be local and have their own transport in case of an emergency.

12. An emergency contact will be asked to take over care for the dog(s) in the event of an emergency, be it an evacuation at Hotel 4 Hounds in the event of a fire or flood. If your dog displays behaviour which meant they can no longer be cared for. These behaviours can be, but are not limited to, aggression, separation anxiety, anti-social behaviour, toileting or destructive behaviour in our home. Refunds will not be given under these circumstances. Please seek permission for your emergency contact to be nominated.

13. You, the client agrees that if your pet attacks another animal or person, including any representative of Hotel 4 Hounds, and this results in injury to that animal or person, you will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by your dog. The dog will be removed with immediate effect and placed with the emergency contact and no refund will be due.

14. Your own vets will always be first port of call, if however they are unreachable or a more local vet is required we will contact them as the dogs health and safety is the most important thing. You will need to inform your veterinarian that Hotel 4 Hounds will be caring for your pets whilst you are away (or at work) and if possible, arrange for card details to be held, so that emergency payments can be made. Any veterinary fees that are incurred for your pets and have been paid by Hotel 4 Hounds, must be reimbursed immediately on your return. Your dog's medical history and treatment must be made available in the event of illness or injury.

15. If your dog shows signs of disease or illness s/he will be isolated from the other dogs until we have advice from the vet. Following infectious disease, we will undergo a quarantine period before boarding again.

16. Hotel 4 Hounds will inform the licensing team of any unlikely death on the premises and arrangements for your dog's body to be stored at the vets until you return. You are responsible for all vets' bills. If a dog were to escape, the local warden would be contacted immediately alongside yourself (the owner) and emergency contacts.

17. If a medical emergency arises for your dog(s), Hotel 4 Hounds will make every effort to contact you and your emergency contacts. Where time is of the essence, you, the client, authorises Hotel 4 Hounds to seek medical services at the nearest veterinary practice. You, the client, agrees to reimburse for all services rendered by the veterinarian.

18. In the event of serious accident or illness of a member of Hotel 4 Hounds, you, the client, accepts that alternative emergency cover will be arranged for your dog(s) by another local home boarder or kennel. Failing any success, one of the emergency contacts will have to come and collect the dog. A refund will be given for the days that Hotel 4 Hounds could not fulfil their duty of care.

19. **All dogs must be fully up to date with their yearly vaccinations** or titre tested with certificate of proof (kennel cough is not compulsory in home boarding but is always a bonus to have it), they must also be wormed and treated for fleas/ticks before being placed with Hotel 4 Hounds, and this is your responsibility. All vaccinations or course of vaccinations should be completed at least 2 weeks prior to any boarding or meet and greets.

20. **A copy of the up-to-date vet's vaccination card needs to be handed in** or sent over to Hotel 4 Hounds to prove that the dog is up to date. It is the owners responsibility to make sure Hotel 4 Hounds always has an updated record of these vaccinations.

21. I, the client, agree to be handing over my dog(s) to Hotel 4 Hounds in good health. Any current illnesses or ailments will be disclosed and any medication for such ailments will be supplied and detailed on the booking form with clear details of dosage and timings to administrate the medication. All medication needs to be in original packaging, prescribed to the dog that it will be given too, with a clear label and directions for use. If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, one of the emergency contacts will be asked to collect the dog with immediate effect. No refund will be given in this circumstance. A dog can only be returned to Hotel 4 Hounds for the remainder of the booking if their vet has deemed any illness as no threat to ourselves or other dogs. This must be in writing from your vet on their letterhead and signed. If a period of more than one-month elapses between a booking confirmation and the commencement of service, you, the client must ensure that Hotel 4 Hounds are informed of any changes made to the pet's health, routine or care. This can be done in writing to Hotel 4 Hounds.

22. Hotel 4 Hounds reserves the right to decline to accept any animal that arrives for boarding looking visibly unwell, no refund will be given if declined. Hotel 4 Hounds cannot board dogs who have been in kennels or large day care facilities within the month preceding the board. This is because of the risk of infection to other dogs within the care of Hotel 4 Hounds.

23. **Entire males that mark in the house will not be accepted.** If this becomes an issue once the boarding has started, the emergency contact will be contacted, and the dog will need to be collected as soon as possible.

24. **Bitches in season will not be boarded** (this is a term of the licence). If the dog comes into season whilst in the care of Hotel 4 Hounds, the emergency contact will be contacted, and the dog will need to be collected as soon as possible.

25. **All dogs must wear a collar at all times**, this collar needs to have an ID tag with the owner's details. Hotel 4 Hounds will add an additional ID tag with their own details on when leaving the premises. All collars and harnesses need to be the correct size and a perfect fit, this is the owner's responsibility.

26. The owner agrees that if insufficient food or other supplies are provided to cover their pet's stay, the cost of purchasing additional items will be payable on collection of their dog(s). All dogs will be fed separately, even if they are from the same household.

27. **When packing for your dog's stay, pack light**, you must only bring with you: any outstanding paperwork, an up-to-date vaccination card, medication, collar with tag, harness, lead, coat, food (dried or raw food needs to be weighed into portions in individual bags) and treats (small on the spot treats and dentastix only). Bones, pigs' ears and any other high value treat will not be given as this can cause issues with jealousy and protectiveness between dogs.

28. Owners are hereby consenting that if their dog(s) are under one year of age that, where possible, will be given the opportunity to have supervised interaction with people, children and dogs (big and small) to ensure their socialisation and emotional growth. They should be given time to explore the environment and be kept entertained with activities. All training will be force free and positively rewarding. Hotel 4 Hounds will continue any basic training you have started. Hotel 4 Hounds are not qualified trainers or behaviourists. Dogs under a year old will only board with other young dogs that can cope with puppy play. Hotel 4 Hounds will encourage rest time even if that mean separating the dogs. If there is any sign of illness, we will segregate the puppy and contact you and the vet. Puppies will be walked for an appropriate time for their age and development.

29. You, the client, agrees that your dog(s) will encounter other dogs, both in and outside of the Hotel 4 Hounds premises. On such occasions, dogs from separate households will not be left together unsupervised, or at night without the owner's permission. By signing these terms and conditions you are agreeing to your dog(s) sharing supervised socialisation times with dogs from other households. You are also consenting to your own dogs sharing unsupervised time during the day and at night with each other. If this is something you are oppose to, please state in the booking form.

30. Dogs may be left alone for short periods of time whilst other dogs are being walked and everyday errands, such a food shopping, are being undertaken.

31. If permission was given on the booking form for your dog to attend Waggy Warehouse play centre (17 Linney Lane, Shaw, OL2 8HA) on the first Sunday of the month, you as the owner are responsible for your dog's behaviour. Customers must fill out a registration form being attending. This is a free service which Hotel 4 Hounds covers the costs for. All dogs will be supervised at all times. Photos and videos will be sent over via whatsapp.

32. Unless otherwise agreed, your dog(s) will be exercised on a harness or collar and a soft lead or extendable lead. If you are happy that your dog can run free off the lead, the section on the booking form under permission must be signed, under which you, the client, agrees to accept responsibility for any accident, injury or loss caused to or by your dog. This also includes death.

33. Any dog who is not collected within two days of the agreed collection date, and where there has been no contact from the client, or their emergency contact, will be assumed abandoned and any necessary provisions will be made.

34. Hotel 4 Hounds will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, you the client waives and relinquishes all claims against Hotel 4 Hounds, except those arising from gross negligence or misconduct on the part of Hotel 4 Hounds.

35. You, the client, authorises the signed contract to be valid approval for future services, therefore allowing Hotel 4 Hounds to accept future bookings without additional signed contracts or authorisation. Additional or new information can be added to the form at any time, it is the owner's responsibility to make sure all information is correct and up to date.

36. If permission has been given, photos and videos of your dog taken by Hotel 4 Hounds will only be published on our website and social media after the dog has been collected.

A copy of the Terms & Conditions can be found on the Hound 4 Hounds website, www.hotel4hounds.co.uk. The T&Cs can also be emailed over to you or a hard copy given, please just ask.

By signing below, I am promising to read these terms and conditions in their entirety. I, the undersigned, have read and agreed to the terms and conditions of using the services of Hotel 4 Hounds. I understand that any outstanding fees will be paid to Hotel 4 Hounds. I confirm that I 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 pet named overleaf, excepting third party liability, and that I will pay such costs on return. By signing these forms, I am agreeing to follow through with this booking and pay any fees due.

Client's name:

Client's signature:

Date:

Owner of Hotel 4 Hounds name: Kirstie Whitehead

Owner of Hotel 4 Hounds signature:

Date: