

HAPPY

FEET



The Happier Alternative to Kennels

WELCOME PACK

For our Day Care, Home Boarding, and Kennels

- 🐾 Terms & Conditions
- 🐾 Statement of Care & Injury Liability Policy
- 🐾 Pricing, Payment & Cancellation Policy
- 🐾 Customer Registration Form
 - Customer Registration
 - Nutrition, Walking & Exercise Plan
 - Crate Consent Form
 - Emergency Consent & Customer Contract

Contact Us:



+44 7917 467683



HappyFeetLymm@hotmail.com



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/HappyFeetDogBoarding/



HappyFeetLymm.wixsite.com/HappyFeetDogBoarding

Happy Feet Dog Boarding (Happy Feet Lymm) [hereafter “the Business” or “the boarder”] offers all services to customers according to the Terms and Conditions outlined below in conjunction with all accompanying policies. As a customer of the Business all noted here and on accompanying policies are to dictate proceedings and expected interactions between parties. The customer must accept all Terms and Conditions and accompanying policies upon transacting with the Business.

Terms “customer”, “dog owner”, “owner” and “you” are to be used interchangeably and are each in reference to those business counterparties with interest in obtaining services provided by the Business. All reference to “dog(s)” are those receiving, or set to receive, services offered by the Business, unless further clarification is provided.

CUSTOMER OBLIGATIONS

1. The dog owner is responsible and is to ensure that their dog is fully vaccinated and that these vaccinations are up to date for the full duration of the customer’s business relationship with the Business.
 - a. This must include kennel cough, worming & flea treatment.
 - b. The Business reserves the right to reject custom if proof cannot be presented upon request.
2. The dog(s) must be micro chipped by law.
3. The owner must provide us with all up-to-date information on the Registration Form.
 - a. This includes diet, supplement or medication information, previous illness, injury or sickness, toilet requirements, sleeping arrangements, exercise requirements, behaviour, habits, and other specific needs as required.
4. The owner accepts full responsibility for all veterinary fees and third-party claims whilst the dog is within our care, be it by accident or illness you are liable for all vet fees and costs payable.
 - a. The owner is to agree to the accompanying Statement of Care and Liability Policy.
 - b. This includes full liability should the dog inflict damage to another dog in our care; invoiced costs incurred by the impacted third party will be payable by the customer provided an absence of any personal agreement between relevant parties being reached to settle the matter.

5. The owner must provide an emergency contact number where they can be reached should their dog become ill or have an accident whilst in our care.
 - a. This is to be provided on the Registration Form.
 - b. The Business reserves the right to make decisions regarding your dog's health provided it is always in the best interests of the dog and on the advice of a veterinary surgeon, or a canine first-aid qualified member of staff.
6. The owner accepts full liability for any loss or damage caused by their dog whilst being boarded, walked and/or within our care.
 - a. Recouperation of costs for replacement of that which is damaged by the dog is payable as per any relevant receipts or quotations presented by the Business.
7. The owner is to fully disclose any characteristic problems that may cause the boarder problems.
 - a. Including, but not limited to, aggression, health problems, incontinence, lack of house training, barking, whining, separation anxiety, dominant behaviour.
 - b. Failure to disclose any such matters may amount to a fundamental breach of our agreement and the Business reserves the right to suspend further custom or to terminate the service offered before the pre-agreed conclusion date.
 - c. The owner accepts full liability for relevant fees arising from measures to manage the dog should problematic characteristics lead to it; including, but not limited to, external canine control authorities, external kennel facilities.
8. The owner must ensure enough food is provided for the duration of the dog's stay.
 - a. This is to be portioned, stored in bags, and labelled with the dog's name.
9. The owner must bring the dog's bed and/or crate should these be required.
10. The owner isn't to bring bowls and/or leads for the dog's stay.
 - a. The Business accepts no liability for these items should you drop them off and they become lost.
11. The owner is responsible for ensuring all that is to be collected is received at pickup.
 - a. This includes, but not limited to, toys, beds, medicine, surplus food.
 - b. The owner is advised to check bags for relevant items at pickup.
12. Instances where two or more dogs are boarded together from the same family, the owner must provide the boarder with written confirmation if the dogs are not to sleep together for the duration of their stay.
 - a. Without such confirmation, dogs from the same family will sleep together and the owner accepts all liability for adverse results of this.

13. The owner consents to their dog(s), playing, sleeping, socialising, and any other form of mixing with resident and other dogs within the boarder's care during the duration of their stay. Written confirmation is required should the owner wish to exempt a dog(s).
 - a. The owner accepts full liability for adverse results of omitting this confirmation.
14. Should an owner's dog(s) act aggressive towards other dogs, they will be immediately removed from the pack, put on a lead, then reintroduced over time if it is deemed safe to do so. The owner consents to the Business employing restrictive measures on their dog to restore harmonious relations in such circumstances.
15. The owner is to ensure the dog(s) is/are delivered into our care with a securely fitting collar that will not slip off, or a suitable harness.
16. The owner consents to the Business' use of any pictures or videos of their dog(s) for the purpose of marketing, or for use on social media platforms and websites.
17. The owner consents to follow and abide by all points laid out in accompanying policies.
 - a. Accompanying policies are the Statement of Care & Injury Liability Policy, and the Pricing, Payment, and Cancellation Policy.
18. The owner is to initiate bookings via WhatsApp (+44 7917 467683) to check availability principally. Bookings are then confirmed by the Business via the same medium.
 - a. This confirmation constitutes an obligation to honour unless cancellation or rescheduling is arranged with the Business.
 - b. Details surrounding cancellation are elaborated on further in the accompanying Pricing, Payment, and Cancellation Policy.
19. The owner must ensure that the dog(s) being left in our care are not intact/entire males, and the bitches left in our care are not in-season for the duration of the stay.
 - a. Should the dog(s) in our care fall pregnant or sire an in-season bitch, the Business accepts no responsibility for the pregnancy, or any resulting costs incurred.
 - b. The Business does not accept entire males or in-season bitches as a rule.

BUSINESS' OBLIGATIONS

1. The boarder accepts the dog for the duration of the stay as agreed.
2. The boarder agrees to, where possible and at its discretion, provide daily updates on the well-being of owner's dogs.
 - a. Updates will be sent to the owner via WhatsApp.
3. The boarder agrees to supervise, feed, provide water, walk, and house the dog, ensuring the dog's happiness and well-being for the duration of the stay, and in accordance with the preferences and instructions as directed by the dog's owner.
 - a. The boarder will abide by the instructions as directed by the owner over WhatsApp and/or in the Registration Form wherever possible.
 - b. The boarder reserves the right to omit instruction where any friction(s) deem delivery of instructions impractical for completion.
4. The boarder agrees to permit the dog(s) the freedom of the agreed-upon premises according to the Business' schedule provided it is deemed suitable by the boarder.
 - a. This is conditional that the dog's behaviour is reasonable, and that the owner has fully disclosed any issues about their dog that may be considered unreasonable or demanding.
 - b. The Business reserves the right to remove a dog's freedoms as the boarder sees fit.
5. The boarder agrees to exercise the dog(s) with consideration of the dog's needs. Freedom to exercise can change at the boarder's discretion.
 - a. Including, but not limited to, weather, dog's age, and exercise demand.
6. The boarder agrees to monitor dogs throughout the day to prevent undesirable behaviour between dogs in the Business' care.
 - a. Details on care can be elaborated on in the accompanying Statement of Care and Liability Policy.
7. The boarder agrees to provide accommodation for dogs, both booked for boarding and as necessary during day care.
 - a. Accommodation may be in the house (loose or in a crate), or in a dog lodge.

8. The boarder agreed to sleep the dog(s) according to the owner's preference wherever it is possible and viable.
 - a. The boarder reserves the right to change any sleeping arrangements should the need arise.
 - b. Should a dog be arranged to board in the house, the boarder reserves the right to accommodate the dog out of the house in dog lodges if the dog howls, whines, or barks at night, soils its crate, bedding or our home, continually marks its territory within our home, chews or damages our home, will not settle alongside other dogs, and/or does not have good recall or basic behaviour skills.
9. The boarder cannot be held responsible for dogs who attempt escape from the premises.
 - a. The boarder has fully fenced the premises and expects dogs to stay, play and remain within the bounds of the house, paddock, and gardens.
 - b. The boarder cannot be held responsible for those dogs that don't comply and the boarder reserves the right to deny dogs free roam for the remainder of their stay.
 - c. The boarder reserves the right to restrict freedoms with use of the dog lodges, stables, or the garden's long leads.
 - d. The boarder takes all extreme measures to recapture any dogs that escape but ultimately cannot be held responsible if the boarder cannot get hold of the dog outside our premises.
10. The boarder will contact the owner immediately if the dog becomes unwell or ill during their stay.
 - a. In emergency situations, the boarder will contact a veterinarian immediately and primarily, but will contact the owner, subject to their preference as stated on the Registration Form, soon after.
 - b. The boarder is not liable for any veterinarian fees or responsibility as per Customer Obligations.
11. The boarder reserves the right to act appropriately considering unreasonable behaviour.
 - a. Acting appropriately includes, but is not limited to, restricting freedoms, and/or being put onto a lead.
 - b. Unreasonable behaviour includes, but not limited to, no socialisation skills, no manners or boundaries with people or other dogs, any form of aggression towards people and other dogs, persistent barking, whining and howling with no due cause, soiling and marking territory within the home, little or no recall which makes handling difficult, avoidance of the boarder, destructive, attempts to escape from the bounds of the gardens, acts as if feral, severe separation anxiety and/or self-harms.

PRICING, PAYMENT & CANCELLATION POLICY

1. Details regarding day care and boarding pricing, method of payment, cancellation, and other relevant policies can be found in accompanying policies.

OUR MISSION STATEMENT

It is our mission to look after your dog as you would look after your own dog at home. Our focus is on freedom in a home from home environment. During their stay, we aim to send you pictures, messages, and short films via WhatsApp to keep you updated of your dog's progress and happiness. We want to offer a different environment and alternative to kennels for dogs and their owners. We aim to limit our numbers to maintain a low dog-to-handler ratio. However, we do not micromanage your dog and we expect a certain level of behaviour as per our Terms and Conditions.

By signing the Registration Form for your dog, you are consenting to the Terms and Conditions here as well as the accompanying policies. We reserve the right to alter or amend our Terms & Conditions at will and without notice.

Statement of Care & Injury Liability Policy



Version 2 | 19th November 2023

Statement of Care

We strive to offer a uniquely liberal approach to doggy day care and boarding; emphasising the desire for our guests to enjoy the extensive freedoms, companionship, and homely environment we regard optimal for their enjoyment of, and the owner's satisfaction with, our services.

We exercise the necessary due diligence with regards to prospective guests, screening behaviour and accepting only those deemed to meet our strict criteria aimed at rejecting those we perceive to have behaviour misaligned from that required of our ethos. To accept anything less would jeopardise the harmonious environment we work to create, and that which has become so popular with our customers.

During your dog's stay with us, we carefully supervise all guests during play and rest, ensuring plenty of human companionship and attention throughout the day.

However, our surveillance cannot be absolute and as such, signs of agitation, boisterousness, or aggression may go unseen, or are identified moments too late. There is often little reason for such behaviour and how adverse interactions take place can be inconsistent between dogs; it is therefore important for us to be routine in our evaluation of dog behaviour in the light of an ever-changing residency of dogs.

Incidents of misconduct may range from barking, growling, biting, and/or fighting, but our response to each is not uniform. Often barking or growling is a response to nuisance or aggravating behaviour and there is nothing more to be done in such circumstances but ensure behaviour is not persistent and that behaviour doesn't deteriorate from that point on. Intervention on our part is provoked upon instances of heightened aggression above that regarded typical, an adverse coming together, aggressive biting, or fighting.

In such circumstances, we disperse and separate dogs to restore calm, removing perpetrators entirely if deemed a necessity. Severity of incidents are considered carefully to any direct further action. We do all we can to reintegrate where it is deemed safe to do so, but emphasis is put primarily on the welfare of the wider residency. We will not hesitate to isolate dogs for the duration of their stay if we see fit.

We understand that isolation cannot undo whatever harm that has potentially come to your dog whilst in our care because of another dog. Canine behaviour can be unpredictable and erratic, and we do all we can to avoid aggression between dogs from becoming violent, particularly to prevent it coming to the point where harm is being inflicted.

INJURY LIABILITY POLICY

We offer freedom for the dogs over the captivity of conventional kennels. With this comes an element of risk that you are to accept in placing your dog(s) in our care. The following policies consider circumstances of injury to canine by canine, directed injury to person(s) by canine will be addressed subject to legal standing on the matter.

Happy Feet Dog Boarding (Happy Feet Lymm) operates inline and according to the following Injury Liability Policies.

You must accept that there is chance that **your dog may get hurt or suffer injury whilst in our care because of misbehaviour or adverse condition from another dog at our facility** and as such you (the dog's owner):

- 🐾 accept full liability and full responsibility for all veterinary bills, third-party claims, loss, and damage whilst the dog is within our care, be it by accident or illness, including any and all associated costs payable.**

The above policy conforms to our council licensing department's guidance on this matter.

Best Wishes,




Happy Feet Lymm

Happy Feet Dog Boarding (Happy Feet Lymm) operates inline and according to the following Pricing, Payment, and Cancellation Policies.

PRICING POLICY

Happy Feet Lymm charge for its services the following,




Over-night Dog Boarding:

-  Multiple Weekday Evenings (Monday to Thursday) - £30.00 (GBP)
-  Single Weekday Evening (Monday to Thursday) - £35.00 (GBP)
-  Weekends (Friday to Sunday, inc. Bank Holidays) - £35.00 (GBP)







Day Care:

-  Single Day Stay - £25.00 (GBP)
-  Multiple Days Stay (2+ Consecutive Days) - £20.00 (GBP)
-  Weekends & Bank Holidays - £25.00 (GBP)

Additional Charges:

-  Non-Refundable Booking Deposit - POA
-  Out-of-Hours Surcharge (1 Hour) - £15.00 (GBP)
-  Out-of-Hours Surcharge (2 Hours +) - £25.00 (GBP)

With reference to the above services offered, the following policies and details apply:

-  Over-night boarding charges cover the 24 hours following drop-off;
-  Any delay in pick-up the following day may be subject to an additional charge for Single Day Care unless a pick-up time after this 24-hour period is arranged with Happy Feet Lymm at the time of booking;
-  Drop-off times are strictly between the hours of 7am (0700) and 4pm (1600);
-  Drop-off outside of these hours can be arranged at a surcharge;
-  We are not open for pick-up or drop-off on Christmas Day (25th December), but we offer the same service to dogs in our care during this time;
-  All the above prices and charges are quoted per dog.

PAYMENT POLICY

Receipt of amounts outstanding for services offered, Happy Feet Lymm operates the following Payment Policy:

- 🐾 Payment is due in full:
 - at the time of booking, provided the date of the stay is within the following 2-week period;
 - on drop-off, in cash.
- 🐾 Payment of amount in excess of non-refundable deposit is due:
 - on drop-off, in cash
- 🐾 Payment method will be confirmed at the point of booking confirmation.

CANCELLATION POLICY

Happy Feet Lymm operate a strict cancellation policy for bookings, agreed to by customers upon signing registration consent forms. Policy is as follows:

- 🐾 Cancellation within:
 - 7 days of stay date, **full amount** for booked services due and payable;
 - 14 days of stay date, **50% of full amount** for booked services due and payable;
 - 15+ days of stay date warrants **no charge**.
- 🐾 Cancellations within periods liable for charge are undisputable customer obligations regardless of reason or circumstance and are to be paid in a timely manner.
- 🐾 Payment method of cancellation charges will be at Happy Feet Lymm's discretion and will be disclosed at the time of cancellation.
- 🐾 Deposits paid to secure booking of services are non-refundable.
- 🐾 "Full amount" is inclusive of any deposits paid relevant to the booking in question.

We consider the policies outlined above sufficiently lenient so as to be fair and ask of customers no more than we would expect in dealing with businesses in any typical setting.

These policies are at our discretion as our capacity is limited and the business must be viable for us to comply with the new government legislation and to continue to offer you the highest standards of care for your dog(s).

Best Wishes,

Happy Feet Lymm

Customer Registration Form

For our Day Care, Home Boarding, and Kennels



Version 3 | 19th November 2023

Owners Details

Name:

Phone & Email: /

Address:

.....

Dog Details

Name: Breed: Sex: **M / F**

Age: Microchip Number:

Up-to-date Vaccinations (inc. Kennel Cough)? **Yes / No**

Neutered? **Yes / No / N/A**

[NOTE: WE DO NOT ACCEPT ENTIRE MALES / IN-SEASON BITCHES]

Worming Treatment? **Yes / No** Date:

Flea Treatments? **Yes / No** Date:

Medicine/Health Issues/Allergies? **Yes / No**

Veterinarian Details

Name & Phone: /

Insurance Details (If applicable)

Name & Phone: /

Policy Number:

Emergency Contact Details (Other than the owner)

Name & Phone: /

Address:

INDIVIDUAL DOG NUTRITION, WALKING & EXERCISE PLAN

For our Day Care, Home Boarding, and Kennelled Dogs

Details

Owner's Name:

Dog Name: Breed: Sex: **M / F** Age:

Dog General Requirements and Habits

Dog is fed times a day Dog is slept in/on a

Dog (**Is / Isn't**) allowed treats. Dog (**May / May Not**) be let off the lead.

Dog's recall is (**Good / Bad**). Dog (**Will / Will Not**) attempt to escape.

Dog (**Will / Will Not**) mark indoors. Dog (**Barks / Whines / Chews**).

Dog (**Is / Isn't**) friendly towards dogs. Dog is walked for: minutes.

Dog Reactivity Details

Dog is reactive towards (**Toys / Food / Balls / Sticks / Water / Other(s)**)

Other(s) (please specify)

Individual Dog Walking & Exercise Plan Proposal

Time Allocation:

On Lead: Loose:

Resting:

Current Exercise Schedule:

.....

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Further Comments:

CRATE CONSENT

For our Day Care, Home Boarding, and Kennelled Dogs

We are aware that not all dogs are slept in crates or are entirely content with being put into a crate. To prevent dissatisfaction with how your dog(s) may have been boarded or kept, we ask that your preference is communicated, and consent given, or not, below.

Please complete the form to indicate your preference for your dog(s) being boarded, or housed at any time, in a crate. **Delete or circle as applicable.**

🐾 I, the dog(s)' owner or appointed, (DO / DO NOT) consent to my dog(s) being boarded or kept in a crate during their time in the care of Happy Feet Dog Boarding until further notice.

Dog(s)' Name(s):

Should the consent change at any time, a new form will need to be submitted to the Business.

The above policy conforms to our council licensing department's guidance on this matter.

By signing this form, you are agreeing that you have read and understand this document, and your dog(s) will, or will not, be housed in a crate according to the indication above.

Signed:

Date:

EMERGENCY CONSENT

For our Day Care, Home Boarding, and Kennelled Dogs

In case of illness or injury, I agree to pay for emergency or routine treatment by a veterinarian for my dog whilst in the care of the Day Care, Home Boarding, or Kennel Provider.

In the event of illness or injury, I (**Do / Do Not**) want to be contacted.

In the event of death, I (**Do / Do Not**) want to be contacted.

LIMITED LIABILITY

The business will not be liable to the client, whether in contract or in tort (including negligence), for breach of statutory duty or otherwise, arising under or in connection with this agreement for loss of profits, loss of business, loss of agreements or contracts, loss of anticipated savings, loss of damage to goodwill or any indirect or consequential loss. However, nothing in this agreement limits any liability of the business which cannot legally be limited, included liability for death or personal injury caused by negligence and for fraud or fraudulent misrepresentation.

DAY CARE, HOME BOARDING, AND KENNEL CONSENT

I consent to my dog socialising, sleeping, and boarding with other dogs and resident dogs whilst in Day Care, Home Boarding, or Kennels.

I consent to my dog being sprayed with tick spray whilst in Day Care, Home Boarding, or Kennels.

I understand and consent that if my dog attempts escape from the garden, it will be confined to the paddock. If my dog attempts to escape from the paddock, it will be walked on a lead on site and not allowed the freedom to roam for its own safety.

I understand and consent that if my dog will not come to the Day Care, Home Boarding, or Kennel provider, that it will not be allowed on the garden, but confined to the paddock for its own safety.

I understand and consent that if my dog is unsuitable for home boarding due to barking, howling, whining, chewing, damaging our home, marking its territory, toileting within our home, or otherwise being unsuitable, it will be moved to an outdoor kennel.

I understand and consent to my dog being offered an alternative food if it does not eat the food I have provided.

I have read the full 'Terms & Conditions' of The Dog Day Care, Home Boarding, and Kennel Provider and leave my dog with them having fully understood their content.

By signing this form, you are agreeing that you have read and understand our 'Terms and Conditions', 'Pricing, Payment, Cancellation', and 'Injury Liability' Policies, and have read, understood, and signed the 'Crate Consent Form', notably that, with regards to a booked service, you (the dog's owner):

- 🐾 **accept full liability and full responsibility for all veterinary bills, third-party claims, loss, and damage whilst the dog is within our care, be it by accident or illness, including any and all associated costs payable; and**
- 🐾 **Cancellation 7 days of stay date, full amount for booked services due and payable, 14 days of stay date, 50% of full amount for booked services due and payable. 15+ days, no charge.**

Signed: Print: Date: