

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.**