

## **Pondycott Policies and Procedures – as at 14.05.20**

### **1. Booking**

- 1.1 All services are charged at day care rate or overnight rate. Pre-booked additional hours beyond this are charged at our current hourly rate (please see website for prices).
- 1.2 Christmas, New Year and Easter will incur additional fees (please see website for details).
- 1.3 A 'Meet & Greet' consultation is essential prior to reservations, for all new clients.

### **2. Payment**

- 2.1 Pondycott Home Boarding accepts cash/bank transfer, our bank details will be on your invoice.
- 2.2 A non-refundable 50% deposit of the total sum due may be requested at the time of booking to secure stays of 5 days or more.
- 2.3 We politely request payment on or before the first date of the booking please.

### **3. Cancellations**

- 3.1 Please give as much notice as possible of any cancellation.
- 3.1 If a cancellation is made more than 48 hrs before booking date then Pondycott Home Boarding, at their own discretion, may hold over any deposit paid for future bookings.
- 3.2 If a cancellation is made less than 48 hrs then any deposit paid will be retained.

### **4. Aggressive Dogs**

- 4.1 Pondycott Home Boarding will not accept aggressive animals.
- 4.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 4.3 The client agrees that on booking services for their dog(s) that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 4.4 In the unlikely event that the client's dog(s) whilst being boarded shows aggressive tendencies towards Pondycott Home Boarding and/or its resident animals, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the client returns.

### **5. Unforeseen Purchases**

- 5.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food or other necessary items that contribute to the health and wellbeing of your pet, Pondycott Home Boarding will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

### **6. Updates**

- 6.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.



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### **7. Privacy Policy**

- 7.1 All of your information will be kept private and confidential.
- 7.2 All of our records will be stored in compliance with GDPR 2018.

### **8. Insurance**

- 8.1 All reasonable care is taken to ensure the integrity and suitability of the care provided.
- 8.2 Pondycott Home Boarding has valid public liability insurance.
- 8.3 We recommend that you purchase your own separate pet insurance.

### **9. Medication/Vaccinations**

- 9.1 Pondycott Home Boarding will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 9.2 Under no circumstances will Pondycott Home Boarding board any pet that has any form of active contagious illness.
- 9.3 We require a copy/photo of a valid vaccination certificate or Titre test to be uploaded to Doggiedashboard.com when you register your dog
- 9.4 If Pondycott Home Boarding is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
- 9.5 Pondycott Home Boarding will isolate any dog that develops a contagious illness.
- 9.6 Kennel cough vaccinations are not required, however if your dog is vaccinated for Kennel Cough **they will not be able to attend Day Care or Home Boarding for 14 days** as it is a live vaccine and could put other dogs at risk.

### **10. Collars/Leads**

- 10.1 Please provide secure collars with appropriate tags for all visits. We have temporary tags with our details to add to your dogs collar during their stay.

### **11. Changes to return dates/times**

- 11.1 Pondycott Home Boarding carefully schedules our time to serve you and our other clients, therefore there are no refunds or credits for early returns or last minute changes to pet care. We respectfully ask for 48 notice for all changes if possible.
- 11.2 In the event that the client is unexpectedly delayed on return, please inform Pondycott Home Boarding as soon as possible. Late return beyond agreed collection time will be charged at our published hourly rate (see website).

### **12. Emergency Veterinary Care**

- 11.1 The client authorises Pondycott Home Boarding to obtain any emergency veterinary care that may be necessary and accepts full responsibility for any charges related to this emergency care. We will use Shepton Veterinary Practice in the event that the dogs' primary veterinarian is unavailable. The client will reimburse any expenses incurred for an emergency veterinary visit. In the unlikely event of a death of a dog in our care the body will be stored at Shepton Vets until collected, at owners expense.



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### 13. Resident dogs

13.1 Please note your dog will be boarded with our resident dogs as well as other dogs using our services. The maximum number of boarding / daycare dogs agreed by Mendip District Council Licensing is 5. Our License number is 009408416.

I have read, understood and agree to the above policies and procedure.

A copy of this document will be kept on file and will be applied to all future bookings

Please sign & date:

*You can confirm that you agree to these policies and procedures by answering the relevant question when you register your dog on [doggiedashboard.com](http://doggiedashboard.com)*

*or you can download this pdf, type your name and date in box above, save, then email this form back to us at [contact@pondycottvizslas.co.uk](mailto:contact@pondycottvizslas.co.uk)*

*Thank you.*

