Dear Pet Owner,

Thank you very much for choosing The Dog Days Home Boarding.

Following is all the information we will need to make sure your pet is cared for either in your own home or at our carers’ home. I know this looks like a lot of forms, but this will ensure that your pet(s) are receiving the best care possible.

After filling out the forms please email them, fax them back, or bring them with you when we have our initial consultations.

You must provide proof that your pet’s vaccinations are up to date. I will only accept vaccination certificates NOT vet records. Alternatively, have your vet fax or email a record of the vaccinations to me. No animal will be accepted unless these vaccinations are up to date.

You are welcome to bring anything you feel will make your pet’s stay more comfortable for him/her. For example, bed and bedding or favourite toys. I have a variety of feeding and watering dishes, bedding, etc., on hand so that you don’t have to haul everything with you. When dropping off or picking up your pet please either keep them on a leash or crated.

If you have any questions or concerns, please do not hesitate to call me at the phone number below.

Thank you once again!

Yours Faithfully

Fiona Staddon

**Owner’s Information Sheet**

|  |  |
| --- | --- |
| Name |  |
| House No/Street |  |
| Town |  |
| County |  |
| Postal Code |  |
| Home Number |  |
| Mobile Number |  |
| Work Number |  |
| E-mail Address |  |

Type and Number of Pets you are boarding:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Animals Names | 1 |  |  | Number of Animals | |
|  | 2 |  |  |  | Dog |
|  | 3 |  |  |  | Caged Animal |
|  | 4 |  |  |  | Other |
|  | 5 |  |  |  |  |
|  | 6 |  |  |  |  |
|  | 7 |  |  |  |  |
|  | 8 |  |  |  |  |

**Responsibility & Policy Sheet- The Owner Shall….**

• Fill out a questionnaire on each pet

• Will provide proof of vaccination when asked for

• Provide ALL health related information no matter how small an issue it may seem

• Will provide food unless there are other arrangements made which extra fees will apply

• Will call if they will be coming later than agreed upon to pick up or drop off their pets.

• Will pay the amount due for services when they drop off their pets unless other terms and conditions are in place.

• Will reimburse any vet bills that were incurred due to normal health problems or accidental injury

• Please keep your pet crated or on a leash when dropping off or picking them up.

• Phone Hours: The phone hours are from 9 AM to 6 PM daily. Please do not call outside of these times. You can also email me any time at the email address on the first page.

• Bookings Policies-

All bookings now require a 50% deposit. These deposits are non-refundable regardless of the amount of notice given.

• Cancellation Policies-

Any changes to booking must be advised to us at least 2 weeks in advance or you will be responsible for the full amount. Changed bookings that have been advised appropriately will be amended accordingly

• Pick Up and Drop Off Times

Pick up and drop off times are now between 9.00 – 12.00 AM and 4.30 to 6.00 PM

**Contract**

This contract is made by The Dog Days Home Boarding (to be referred to as TDDHB) of Bideford, Devon, owned by Fiona Staddon

and …………………………………………………………………………………………………….………, an individual (to be referred to as CLIENT).

PET CARE

1. I, (CLIENT) authorize TDDHB to perform pet care services as outlined on the “Home and Animal Care Questionaires” which shall become part of this contract.
2. If the pet(s) become ill while under the care of TDDHB., I authorize the sitter designated by TDDHB, to care for my pet(s), to transport my pet(s) to my veterinarian (or one who is available) if this is needed. I authorize TDDHB to approve any emergency treatment recommended by the veterinarian and I agree to pay promptly for charges incurred.
3. I release TDDHB from all liabilities related to transportation, treatment, and expense. In the event of severe weather I authorize the sitter assigned by TDDHB, to use her/his best judgment in caring for my pet(s) and home.
4. I agree to drop my pets off at times agreeable to both parties and will adhere to the conditions set out in the Responsibility Sheet, unless they are being picked up by TDDHB at a cost to myself.

PAYMENT

1. Pet sitting will be provided at the rates reflected on the rate sheet. Rates are subject to change.
2. I agree to pay any cancellation fees as set out on the Responsibility Sheet contained in this document.
3. If I, (the CLIENT) returns before scheduled visits are complete, or for any reason no longer requires the services of TDDHB, and fails to adequately notify TDDHB of such, no refunds will be given. PET SITTING CANNOT BE GUARANTEED if the CLIENT notifies TDDHB that additional visits to pet(s) are needed after scheduling has been agreed upon. I agree to reimburse TDDHB for any additional fees for tending to emergency or veterinary care as well as expenses incurred for any other unexpected home, food, or other special needs.
4. CLIENTS AGREE TO PAY IN FULL, 14 DAYS BEFORE SERVICES ARE RENDERED. I understand that if there is an unpaid balance thirty (30) days after pet care has been provided, TDDHB will be unable to care for my pets until the balance is paid in full. If the balance remains unpaid beyond the thirty-day period, I understand that a fee of £20.00 will be added to remaining unpaid balance. There will be a £30.00 handling charge for cheques returned for any reason. CLIENTS with returned cheques will be required to pay for services with cash or money order, before services are rendered.

LIABILITY

1. Customer expressly waives and relinquishes any and all claims against TDDHB, its employees and associates, except those arising from negligence or willful misconduct on the part of TDDHB. It is expressly understood and agreed that TDDHB shall not be held responsible for any damage to CLIENT’S property, or that of others, caused by CLIENT’S pet(s) during the period in which they are in its care.
2. I have advised TDDHB of other situations that will relieve it of liability for damage.
3. If a dog has a history of biting, TDDHB reserves the right to refuse service. Bites must be reported to the local authorities as provided by law. The owner will be liable for the sitter’s medical care expenses and damages that result from an animal bite.

FUTURE SERVICES

1. I have agreed to leave my pet(s) listed above in the care of TDDHB throughout the year of 2012 at a cost according to the current rate sheet.
2. I authorize this contract to be valid approval for future services so as to permit TDDHB to accept my telephone reservations and enter my premises without additional signed contracts or written authorizations.

TERMS AND CONDITIONS

1. I agree to all stated Terms and Condition in continuance

Client Signature: Please print

Date: :

This contract will expire on December 31. 2012

**VETERINARY INSTRUCTIONS AND RELEASE FORM**

If any of my pets become ill or is injured, I request that a representative of The Dog Days Home Boarding take the pets to:

|  |  |  |
| --- | --- | --- |
| Veterinary Name |  |  |
| Address |  |  |
| Tel |  |  |

I give permission to the representative of The Dog Days Home Boarding to approve treatment up to £\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered up to the above stated amount. If neither of the veterinary offices named above is available, I authorize the representative of The Dog Days Home Boarding to take my pet/s to another veterinary office for treatment. I understand that The Dog Days Home Boarding or the representative thereof cannot be held responsible for the results of the veterinary treatment or the loss of my pet.

This agreement is valid starting on the date below or whenever the representative of The Dog Days Home Boarding cares for my pets:

Full Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Off-Lead Walking Agreement**

I, the undersigned Client, give The Dog Days Home Boarding carer permission to walk my dog off-leash during any part of any walk undertaken. As the Client, I understand that potential harm could occur to my dog if walking off-lead while in the care of TDDHB. I agree to release and hold harmless TDDHB carers from all liability, including its managers, members, agents/independent contractors and employees, should my dog become lost, injured or otherwise harmed as a result of off-lead walking; likewise, I release and hold TDDHB carers harmless should my dog suffer any injury not due to any negligence on TDDHB carers part while walking off--lead.

TDDHB agrees to exercise all due and reasonable care to prevent injury or death to my dog while off-lead. However, in the event of injury or death, except those caused by reckless or negligent acts on the part of TDDHB, the company shall not be liable for such injury, or death of my dog as a result of off-lead walking.

Understanding the risks as stated above, I freely and voluntarily enter into this contract of permission with TDDHB. This contract of permission is a full and complete instrument. No other warranties expressed or implied are valid unless stipulated above.

I have read this Off-Lead Walking Permission Form, and understand the contents of this form.

Full Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**BOARDING TERMS & CONDITIONS**

1. Submission of a Client Booking Form will confirm your acceptance of the Booking Terms and your desire to progress with the booking.
2. A non-refundable deposit of 50% is required at time of booking. Bookings are not confirmed until the deposit has been paid, which is due at the time of submitting the Booking Form.
3. The remaining balance of 50% must be received by your sitter no later than 14 days prior to your dog's visit/sit.
4. If you cancel a booking within 14 days of the start of boarding/sitting you will forfeit the total fees paid. Cancellations made prior to 14 days before the start of boarding/sitting are made on the understanding that the deposit paid is not refundable. Please note: cancellations must be made by email. Telephone calls will not be accepted.
5. Dogs must be sociable with other dogs, people and children. We are unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
6. Dogs must be leash-trained and safe to walk, without undue pulling.
7. If your dog is aggressive or bites during its board it will be moved to a kennel and a transfer fee of £50 will be payable by yourself upon your return. In addition any fees charged by the kennels will be payable by you.
8. Dogs must be up to date with all worm and flea treatment. We will ask to see certificates of vaccinations for all dogs. We also ask that your dog(s) are in general good health.
9. Please ensure that leads, collars, harnesses etc., are in good condition and fit correctly to ensure your dog's safety at all times.
10. Should any veterinary advice or treatment be necessary during your absence, no matter how it was incurred, you will be entirely responsible for paying the bill.
11. We do not board un-castrated dogs (unless under 9 months old) or bitches in season.
12. You must advise us of any behavioural problems your dog may have before we take charge of them.
13. You agree to supply enough food for the duration of your dog's board plus water and food bowls, bedding, lead and any toys which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to reimburse TDDHB the costs incurred to purchase more food.
14. If your dog damages any item in our home we will ask you to cover the cost of said item. This includes damage caused by chewing, ripping or soiling. A receipt will be provided.
15. If you tell us that your dog is house trained and they go on to soil in the house, we reserve the right to pass on cleaning fees; this can include professional carpet cleaning, dry cleaning etc. A £5 per day surcharge will be added to our normal rates for cleaning up messes, which will be payable on the last day of your dog's stay with us. This does not include items that are in need of professional cleaning.
16. If damage is done by your dog to the outside of buildings, fences or gardens, e.g. digging up grass or plants, we reserve the right to charge you for making good such damage, including labour.
17. All dogs will remain leashed unless prior agreement and written permission has been received from you.
18. We reserve the right to use our personal judgment to cut short a walk in the best interests of your dog if we think it necessary, e.g. weather conditions, injury, mobility issues, age of dog etc.,
19. We reserve the right to decline or terminate a booking.

**PET SITTING TERMS AND CONDITIONS**

1. Use of the services of TDDHB will be deemed acceptance of the following terms and conditions.
2. TDDHB agrees to provide a sitter as specified. The Client has the option to meet the sitter and acceptance of the sitters services will be deemed satisfied with the suitability and integrity of the sitter put forward.
3. TDDHB will charge the Client for its services as quoted. A fee of 50% of the total sum due is payable to TDDHB as deposit at the time of booking.
4. TDDHB takes great care in selecting responsible and suitable Sitters. However we can accept no responsibility for the acts and omissions of any Sitter or for any loss or damage caused or contributed to by the Sitter.
5. Should a Sitter be taken ill or injured or for any reason not be able to complete the contract TDDHB will use its best endeavours to make alternative arrangements.
6. If the Client engages the Sitter, whether for a definite or indefinite period in any capacity within 12 months of the expiry of this contract, TDDHB will be entitled to receive payment of a one-off fee equal to four times the weekly remuneration paid by the Client to the Sitter. This fee will be payable at the commencement of the engagement.
7. In the event of cancellations which are notified to us in writing earlier than 14 days prior to the start of the booking period, the deposit will either be refunded in full or held over to be used on a subsequent booking. Cancellations made later than this will result in the deposit being forfeited. TDDHB has never cancelled a contract but if we do cancel a contract less than fourteen days prior to the start of the booking period, then you will be entitled to a refund of the proportion of the fee already paid.
8. The Client must, before handing over the Primary Responsibilities, complete TDDHB checklist with the Sitter.
9. In the event that the Sitter does not have sole control (ignoring cleaners or gardeners) during the Contract then the Sitter will be entitled to make a small extra daily charge of £5 to the Client. In these circumstances the Sitter will not be responsible for any breaches of security.

**CONDITIONS FOR SITTER**

1. The Sitter will carry out the primary responsibilities agreed with the Client and keep the house clean and tidy to a reasonable standard.
2. The Sitter may not:
3. Leave the house except in an emergency for more than one hour after dark, or leave the house except in the performance of his/her duties, for more than two hours a day unless agreed otherwise with the Client.
4. Have overnight visitors nor more than one daytime visitor at a time. Such visitors must leave the house by 10pm.
5. Drink the Clients alcoholic or soft beverages or eat the Clients food without permission.
6. The Sitter is not responsible for any loss or damage to a Clients property, however caused.
7. In the event of a problem or emergency arising the Sitter will use his/her own discretion and will contact the Agency forthwith.
8. In the event of cancellations less than 48 hours prior to the commencement of the booking, 50% of the Sitters fee shall be payable to the Sitter up to a maximum of £100. In the event the Sitter is en route to or has arrived at the booking, or the Client returns early during a booking, the Sitter must be paid in full.
9. Any injury to the sitter from the clients animals or property will be subject to a Personal Injury claim on the sitters behalf.

NOTES

INSURANCE: If the Clients car is to be used by the Sitter, insurance cover must be in force. The Client is responsible for checking that the Sitters driving licence is valid and for informing Insurers of their departure and the presence of the Sitter in the house.

CLEANING: The house will be maintained to a normal standard but Clients are respectfully asked to note that the Sitters are not cleaners.

DATES: The Client should inform TDDHB of any change or extension in booking dates to avoid inconvenience to the Sitter and other Clients.

PAYMENT: Invoices unpaid by the due date can render the booking liable to cancellation without notice and without any liability on the part of TDDHB.

TELEPHONE: The Sitter will keep an accurate account of all personal calls made and pay for them before leaving.

**Animal Care Questionnaire**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  |  |  |
| Male/Female |  |  |  |
| Age/D.O.B. |  |  |  |
| Breed |  |  |  |
| Description |  |  |  |
| Neutered/Spayed |  |  |  |
| Vaccinations (date) |  |  |  |
| Flea/Worming (date) |  |  |  |
| Microchip |  |  |  |
| Medications and Medical History |  |  |  |
| Allergies |  |  |  |
| Food/time |  |  |  |
| Amount |  |  |  |
| Treats |  |  |  |
| Grooming |  |  |  |
| Exercise |  |  |  |
| Obedience |  |  |  |
| On/Off Lead |  |  |  |
| Special care |  |  |  |
| Injuries/sensitive spots |  |  |  |
| Litter tray/Hutch |  |  |  |
| Alone time |  |  |  |
| Access to House |  |  |  |
| Access to Garden |  |  |  |
| Aggressive |  |  |  |
| Bitten before |  |  |  |
| Boarded before |  |  |  |
| My Pet is good with |  |  |  |
| *Older children ONLY* |  |  |  |
| *All children* |  |  |  |
| *Dogs* |  |  |  |
| *Cats/Rabbits* |  |  |  |
| *Livestock* |  |  |  |
| *Strangers* |  |  |  |
| *Thunder/loud noises* |  |  |  |
| *Travelling* |  |  |  |
| *Grooming* |  |  |  |
| *Bathing* |  |  |  |
| *Clipping nails* |  |  |  |
| *Medications* |  |  |  |
| *Postman* |  |  |  |
| *Toys/Sticks* |  |  |  |
| My Pet |  |  |  |
| *Likes affection* |  |  |  |
| *Spend most time inside* |  |  |  |
| *Chews and destroys things* |  |  |  |
| *Barks a lot* |  |  |  |
| *Digs* |  |  |  |
| *Jumps* |  |  |  |
| Favourites |  |  |  |
| Any other Information |  |  |  |
| Emergency Contact. | Street  Postcode  Tel | This is required to be someone local who is willing to pick up your pet(s) if necessary, such as in the case of weather or facility emergency,  animals unmanageable aggression, or other unforeseen emergency. | |

PLEASE NOTE:

If your animals are to have independent access to your garden, in the event of the animal going missing, the pet sitter will:

* Continue with agreed visits,
* Notify the vet, microchip company, insurance company and police,
* BUT will not be held responsible for the loss of the pet

In the event of surgery or euthanasia, the pet sitter will accept the advice of the veterinary surgery. Would you wish to be notified before your return?

Yes/No

In the event of you not returning from your time away, have arrangements been made for the re-homing of your pet(s)

Yes/No

Re-homing details -